EMPLOYABILITY SKILLS - ENGLISH LITERACY | QUESTION BANK 2022

LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
I Can and I Will	1	We need to read and type in English when we _____	read a newspaper	book tickets for trains or movies	work in a factory	clean machines	B
	2	_____ can help me learn English.	dedication	fear	anger	shyness	A
	3	To learn to speak in English, which of the following will you need?	motivation	interest	effort	all the above	D
Word Building	4	Which of the following is a naming word?	walk	red	Chennai	slowly	C
	5	The dog took Ramesh's shoes before _____ ran away.	it	they	because	and	A
	6	Which of these words can be used to descibe a 'tree'?	tall	mango	beautiful	all the above	D
Namin Words	7	Rearrange the letters to find a kitchen appliance.	toves	stove	vesto	voste	B
	8	Which is the correct meaning for the word 'pole'?	North or South ends of earth's axis	a long metal or peice of wood	both options A & B	none of the above	C
Naming Words- Singular & Plural	9	To convert a 'singular' noun to 'plural' noun which of the following rules cannot be applied?	Noun+ ez	Noun +s	Noun+ es	Noun + ies	A
	10	The plural of the word furniture is _____	furnitures	furnituries	furniturez	furniture	D
	11	Rio bought a screw driver for his friend and two _____ for himself.	screw driver	screw drivers	screw driveries	screw driverz	B
Action Words	12	In the sentence given below, choose the action word. My father delivered the parcel.	My	father	delivered	parcel	C
	13	Fill the right action word in the sentence below. The plumber _____ water pipes.	repair	repairs	is repair	are repairs	B
	14	Use the correct action word in the sentence below- I _____ football every evening with my friends.	play	like	write	love	A
Action Words- Tenses	15	Complete the sentence with the correct action word- The cup _____ when it fell off the table.	broke	fell	jumped	bounced	A
	16	Which one of the following sentences tells you that an action is completed?	I break the chair.	I was break the chair.	I broke the chair.	I am breaking the chair.	C
Describing Words	17	Which one of the following is a describing word?	eat	repair	hot	soup	C
	18	Fill the blanks with the correct describing word. This is a _____ hammer.	cross	speak	peen	cross peen	D
	19	Fill int he blank with the word that describes quality. I am a _____ person.	hard working	left	talk	jump	A
Describing Objects, surroundings & processes	20	Fill int he blank with the word that describes quality. The cycle wheel is _____ in shape.	box	Chennai	round	triangle	C
	21	Fill in the blank with the appropriate linking word. You must sign out of your email account. Next close the browser tab and _____ switch off your computer.	finally	in the beginning	never	after a while	A
	22	That was my pen. Where is _____?	pen	it	my	pens	B
	23	Is that Krishna's helmet?	Yes, it is he.	Yes, it is him.	Yes, it is his.	Yes, it is that.	C

Category	No.	Question	A	B	C	D	Ans
Pronouns	24	Replace the underlined word with the correct pronoun from the given options I know <u>Virat Kholi</u>. I know _____.	he	her	his	him	D
Intrduction to punctuation	25	When is capital letter used?	Beginning of a sentence.	Names of persons.	Names of places	All the above	D
	26	Which punctuation mark should be used in the following sentence? Is there any site engineer here	? (question mark)	, (comma)	. (full stop)	! (exclamation)	A
	27	Which of the following is a sentence with the correct punctuation?	The box is full of nuts, bots, screws and nails.	The box is full of nuts bolts, screws and nails	The box is full of nuts bolts screws and nails?	The box is full of nuts; bolts; screws and nails!	A
Kinds of sentences-Introduction	28	State the kind of sentence. Keep the tools in good condition.	Declarative	Interrogative	Imperative	Exclamatory	C
	29	Rearrange the words to form a question. kind of/ what/ is this/ machine?	Kind of machine what is this?	What kind of machine is this?	What kind machine is this of?	Machine is what kind of?	B
	30	The word 'when' denotes _____	place	thing	person	time	D
Practice in framing sentences	31	Rearrange the jumbled words to form a meaningful sentence. as supervisor/ in BHEL/ worked/ Peter	As supervisor in BHEL worked Peter.	In BHEL worked Peter as supervisor.	Peter worked as supervisor in BHEL.	Supervisor as BHEL in Peter.	C
	32	Rearrange the words to form a sentence- small pieces/ into/ cut/ the onions	Cut the onions into small pieces.	small pieces into cut the onions.	Cut onions into the small pieces.	Small pieces cut the onions into.	A
	33	The sentence, "Please help me finish this" can be used to _____	make a request	None	giving opinion	sharing information	A
Greetings & Self Introduction	34	Formal greetings are used when _____	meeting someone new or older in age	meeting higher officials	business meetings	All of the above	D
	35	To whom can you say this sentence? Hey, it's been long time since we met.	Superiors	Friend	Strangers	The ITI Principal	B
	36	When I introduce myself, it _____	helps us to know about ourself	helps other to know about friends	helps others to know about me.	helps myself know about others.	C
Asking & responding to questions	37	Which of the following expressions can be used to make requests?	I hope	I believe	Please	Maybe	C
	38	The phrase,"Could you please tell me about..." is used to...	Thank someone	Introduce someone	Ask for information	Give information	C
	39	What will the response to this question be, "How was class today?"	It was fine. We learned many new things.	Oh, I see.	Is it so?	Thank you	A
Sharing information with others	40	What is the correct question to ask to get this response? - 'It is 2 kms from the railway station.'	Where is railway station?	How far is the ITI from the railway station?	When is the train coming?	How are you going to the ITI?	B
	41	When someone says 'Thank you' we should reply and say _____.	Thank you.	You're welcome.	Bye-bye	How are you?	B
	42	Which of these phrases will you use to give opinion?	It is about...	Can you..?	Tell me about...	I think..	D
	43	Which of these is a form of non-verbal communication?	Talking to colleagues.	Facial expressions	Talking over phone	Talking to colleagues.	B

Category	#	Question	A	B	C	D	Ans
Formal & Informal Communication	44	Even without speaking, people may understand your feelings through your _____.	facial expressions	body language	gestures	All the above	D
	45	Which expressions will you choose to address your boss in an email?	Hey Manickam,	Dear Manickam,	Dear Sir,	None	C
Speak & Share information about workplace	46	I join metal parts together. I am a _____.	Fitter	welder	plumber	machinist	B
	47	I help in designing and building houses. I am an _____	fitter	turner	architectural assistant	nurse	C
	48	Choose a correct reply to the given question: What do you do?	It is at Kumaran Nagar, Chennai.	I am a desktop publisher at ABC Software Solutions.	I go by train.	None.	B
Discussions on current happenings	49	The expression, "To sum up.." is used to _____.	end a discussion	initiate a discussion	Ask for an opinion	Ask a doubt	A
	50	Which expression would you choose to agree with someone?	In my experience...	You're absolutely right.	It is considered..	Yes, but...	B
	51	Vimla was leaning against the wall during the group discussion. Which aspect of discussion did she miss?	impressive beginning	correct posture	smile	loud and dominating voice	B
Telephone skills	52	When talking to a caller after putting them on hold, what should you say?	Nice that you have no other work	I told you that it was going to take long	Thank you for holding	None of the above	C
	53	How many phases are there in a telephone call?	2	4	6	3	D
	54	What are important aspects of your voice?	the volume	the speed	the tone	All the above.	D
Telephone skills- Role plays	55	You are on a call and are not able to hear well. How will you ask the person to be louder?	Can you speak loudly?	Could you please speak a little louder?	Speak loudly.	None of the above.	B
	56	You are having a conversation with your colleague and then your phone rings. What would you say?	You will ignore the call.	You will request your colleague to wait and you answer the important call.	Answer the phone and put the caller on hold.	You will talk to the caller and leave your colleague stranded.	B
	57	When giving negative information over phone call, how should you speak?	Just speak.	Speak loudly	Should not answer the call at all.	Should be polite.	D
Let's read	58	Choose the odd word.	please	sorry	paper	thanks	C
	59	Fill in the blank with the right word. The company _____ goods to Vietnam.	exports	buys	falls	goes	A
	60	What will be the right statement for...? There is fire in the factory.	Water problem is solved.	Entry is restricted.	You can go inside.	We won the match.	B
Writing simple sentences	61	Rearrange the following words to from a sentence. oldman/ reading/ was/ the/ newspaper	Newspaper was reading the oldman	newspaper reading the oldman	The old man was reading newspaper.	None of the above.	C
	62	Frame a question for this response. I missed the bus.	Why late?	Why are you late?	What are you doing?	Why missed the bus?	B
	63	Change the sentence to past tense. He is writing.	She is writing.	He writing.	He was writing	We are writing.	C
Speaking	64	Which expression will you use to introduce yourself?	My name is	I am.....	Pleased to meet you, I am....	All the above	D
	65	How will you disagree politely?	I don't like what you say..	I don't agree..	I am afraid I disagree with you in this.	I am afraid.	C

Listening	66	Name the main skill that helps to learn other other language skills like reading, writing.	Reading	Speaking	Writing	Listening	**D**
	67	Listen to the teacher making the following announcement- A team of painters are coming tomorrow to paint the walls. There are plastic sheets in my room on the desk. I want you to put them over your desks. Now, answer the question. What does the teacher want her trainees to do?	Bring the paint from her room.	Take the books from her desk.	Cover the desks with plastic sheets.	None of the above.	**C**
	68	What does listening involve?	Hearing	understanding & responding	None of the above.	Both A & B	**D**
Miscellaneous	69	Maintaining tools in good condition is _____	unnecessary	essential	equal	formal	**B**
	70	Where have you been all these _____?	While	Days	During	Always	**B**
	71	Rahul enjoys _____ with his pet dog.	playing	writing	doing	washing	**A**
	72	"Razia enjoys playing in the rain." The naming word in this sentence is _____	Razia	enjoys	the	rain	**A**
	73	Today's weather is going to be _____.	Hopeful	Warm	Blue	Urgent	**B**
	74	Pick the sentence with correct punctuation.	Where is the generator?	Where is the generator!	Where is the generator.	Where is the generator,	**A**
	75	Identify the kind of sentence. Leave the room immediately.	Interrogative	Exclamatory	Imperative	Declarative	**C**
	76	I am a welder. I work with _____	nail polish	robots	welding tools	laptops	**C**
	77	When you say "I am sorry, pls come tomorrow", you are _____	being rude	fighting	ignoring	being polite	**D**
	78	The phrase," May I explain what I mean? Is used to _____.	elaborate	apologise	agree	disagree	**A**
	79	"Hey, Come and join us." To whom will you say this?	teacher	friend	parent	superior	**B**
	80	Choose the correct response to the given question "Has Mallika called us for the party?"	She will go.	I will certainly	Yes, she has.	Monday	**C**
	81	The statement, "Please help me finish this" can be used to _____.	Make a request	None	Giving an opinion	Share information	**A**

		EMPLOYABILITY SKILLS - COMMUNICATION SKILLS | QUESTION BANK 2022					
LESSON NAME	**Q NO**	**QUESTION**	**OPTION A**	**OPTION B**	**OPTION C**	**OPTION D**	**Correct Answer**
Importance of Communication	1	Meenu is thanking her friend Rita, for helping her before exams. What should Meenu say?	Rita I'm so sorry	Rita, I'll see you later	Rita, thank you for all your help.	d. Rita, thanks	**C**
	2	What is communication ?	Encoding > Decoding	Send > Recived	Reciver >Sender	Decoding > Encoding	**A**
	3	The teacher said, "Write the topic of the experiment on the top right corner of the page". This is _____.	A clearly communicated instruction.	A friendly request	Not clear to understand.	An apology to a friend	**A**
	4	Ankit made a mistake and Riya wants to point it out to him. Riya should say _____.	I'm sorry.	You are a bad person.	I need to talk to you about something.	Can we eat something?	**C**
Components of Communication	5	When a communicator uses harsh words to point out errors, it will _____.	Be well received.	Solve the issue.	Lead to more problems.	Help the receiver.	**C**
	6	How to recognize effective communication ?	Expressions	Tone of Voice	Body Language	All of the above	**D**
	7	An angry person's body language will be ?	Calm	Friendly	Aggressive	Relaxed and soothing	**C**
	8	One way of improving your communication skills is _____.	Practicing alone	Practicing with friends and getting feedback	Rejecting any feedback given	Keep observing others.	**B**
Practising Effective Communication	9	'Hey, I am Saran. I am from Ahmedabad. I am really fond of running and travelling!'. This is an _____.	formal introduction	informal introduction	Both of the above	None of the above	**B**
	10	Details of place of study, branch and specialization should be communicated during _____.	An interview	Friendly chat	Group discussion	Debate	**A**
	11	When you give a speech, it is always better to _____.	Stand fixed.	Stand slouching and bent.	Walk fast from place to place.	Stand straight and walk a little on the stage casually.	**D**
	12	News reporters on television need to maintain proper levels of _____.	Voice	eye contact	posture	all of the above	**D**
	13	Introducing ourselves effectively helps in creating a good impression among _____.	Future friends	Teachers	Future employers	All of the above	**D**
Mastering Effective Communication	14	If someone is open minded and willing to change their view based on the valid opinion of others, they are _____.	Good communicators	Rigid communicators	Poor communicators	Difficult communicators	**A**
	15	When another person is talking, a good communicator will always _____.	Listen carefully.	Be patient.	Ask too many questions.	Both A+B	**D**
	16	It is important to always choose words to suit the person(s) you are talking to because _____.	It shows you are not interested in communicating with them.	You need to show off your word knowledge.	The other person needs to understand your message.	Communication is always difficult.	**C**
	17	Non-verbal expressions include which of the following aspects?	Good eye contact	Standing or sitting position	Smile	All of the above	**D**

	No.	Question					Ans
	18	While we communicate, it is important to pay attention to _____.	Our verbal expression	Our non-verbal expression	Both verbal and non-verbal expression	Neither verbal nor non-verbal expression	C
"Assessing your Communication Ability "	19	When a participant is quiet during a group discussion ?	I will encourage them to participate.	Use the chance to speak.	Forget their presence.	Speak on their behalf.	A
	20	One way of showing interest when you have a conversation is _____.	Summarizing their ideas at the end	Interfere as they speak	Fall asleep as they talk	Speaking your point of view when not asked	A
	21	Recording oneself speak in a smart phone can be useful for _____	Looking at it whenever you are free	Checking our strengths and weaknesses as a communicator	Showing to friends	Posting it on facebook	B
	22	The top communication skills that can helps in one's career are?	Listening and confidence	Non-verbal communication	Friendliness and open-mindedness	All of the above	D
" Verbal Communication – Speaking "	23	What does "hold on" during a telephone call mean?	To hold the phone well	To wait for a short time	To put the phone down	To switch on a phone	B
	24	When you are not able to repair equipment in time, you should _____.	tell the customer to wait for one more week as you have other jobs	request the customer to give you one more week	ask the customer to go to another company if they want	hide yourself when the customer comes	B
	25	What would you do if someone gives messages during a telephone call?	Refuse to note down if you don't want to pass the message	Request to wait till you get pen and paper to take down	Ask the caller to talk later	None of the above	B
	26	Which one of these phrases is not related to a telephone call?	Make up	Pick up	Hold on	Call back	A
Verbal Communication – Writing	27	Which of these is used introduce applicants to employers?	Leave Application	Marriage Card	Resume	Student ID	C
	28	What can we write in our resume?	Qualifications	Skills	Experience.	All of the above	D
	29	Appropriate body language and neat appearance can help achieve success in interviews as they give confidence.	TRUE	FALSE			A
	30	Looking into the speaker's eyes while listening and listener's eyes while speaking shows one as a confident person.	TRUE	FALSE			A
	31	Leave letters written to the instructor and principal are informal letters.	TRUE	FALSE			B
" Non-verbal Communication"	32	How should one greet people?	With a sad face	With a pleasant smile	With an angry face	With fear	B
	33	Personal hygiene includes _____.	shiny teeth, clean hair & nails	stained teeth, clean hair & nails	stained teeth, dirty hair & clean nails	stained teeth, dirty hair & nails	A
	34	Playing with phone or other objects while listening to someone is _____.	Good behavior	Bad Behavior	Care	None of the above	B

	35	Nodding the head is an important visual sign to show that you are listening.	TRUE	FALSE			**A**
Being Aware of Good and Bad Touch	36	Unawareness of the difference between good and bad touch leads to unpleasant experiences.	TRUE	FALSE			**A**
	37	Which one of these is an example of bad touch?	pat from the teacher	parents bathing to you as a small child	brother pulling your cheeks	stranger touching you when you are alone	**D**
	38	When someone you do not know touches you, it is good to _____.	shout 'NO' loudly	go away from that person/place	tell an elder or someone trusted	all of the above	**D**
	39	I feel good, happy, loved and protected, when I experience a good touch.	TRUE	FALSE			**A**
Decoding Interview	40	Why do most interviews have the question "Tell me about yourself"?	The interviewer expects to know about the family of the candidate.	The interviewer expects a short and quick introduction of the candidate.	The interviewer wishes to know the name of the candidate.	The interviewer wants to know where the candidate studied.	**B**
	41	If the interviewer is testing your subject knowledge in the interview, you should _____.	Answer precisely and completely	Avoid the question	Answer very shortly	Give descriptive answers	**A**
	42	If you are not selected at the end of an interview, it is good to _____.	Reply thanking the employer for this opportunity	Discourage other candidates	leave the place immediately	Ask the reason for not being selected	**A**
	43	When you speak to a person, you need to	Stare at the pers	Look at the person in a friendly manner.	Look away from the person	Look at the floor	**B**
" Workplace Communication	44	When you are participating in the group discussion _____.	listen to others carelessly	speak clearly and sensibly	maintain eye contact while speaking	allow others to speak	**B**
	45	When a person disagrees with our opinion, we should _____.	Argue strongly.	Fight with the person.	Listen to his/her view.	Keep quite	**C**
	46	What can be done to avoid repeating the ideas that others have already told?	We should express our idea even if it is the same.	We should listen carefully to avoid repetition.	We should apologise for repetition.	We can listen randomly.	**B**
	47	How do you ask for a clarification?	That's true.	Can you please clarify...?	Oh, I see.	Thank you for your help.	**B**
" Handling Rejection and Failure "	48	You apply for an apprenticeship to your dream company but you receive a rejection mail. How will you handle the situation?	You get depressed.	You feel worthless.	You thank them and move on.	You send them an angry mail.	**C**
	49	How do successful people handle failure?	They learn from their mistakes.	They get demotivated.	They blame others.	They give up their ambitions.	**A**
	50	When others say hurtful things about us we should?	Value their words and believe it.	Ignore such ideas and believe in ourselves.	Talk hurtful things about them.	Behave according to their words.	**B**

	51	Identify a long term goal from the following	Mastering typing skills	Working for a reputed company	Using a computer	Learning a foreign language	**B**
Professional Networking	**52**	Once we enter a workplace, our communication has to be _____.	personal	careless	professional	useless	**C**
	53	What is the basic need for people at workplace to communicate?	To have an understanding about each other's work	for a smooth operation of the work	To help and encourage each other	all of the above	**D**
	54	Men and women have different ways of communicating at the workplace. Understanding these differences is called ____.	cultural sensitivity	gender sensitivity	religious sensitivity	political sensitivity	**B**
	55	Professional networking is extremely beneficial because _____.	they make a large group of friends	it is fun to know many people	they can help us find good opportunities	they can solve all our problems	**C**
	56	LinkedIn is a website that can be used to _____.	meet new members of our profession	share photos and videos our profession	watch movies	wish people on their birthdays	**A**
Mock Interviews	57	A good way to respond to the question 'Shall we start the discussion?' is _____.	To conclude	But, don't you think?	Yes, let's start.	To sum up	**C**
	58	The folder one carries for interviews should contain _____.	resume	marksheets	identity card	all of the above	**D**
	59	As part of grooming, which of the following are essential for attending interviews?	casual clothes	strong perfume	more jewellery	Formal clothes	**D**
	60	What should you avoid doing during a group discussion?	maintain eye contact while speaking	speak clearly and sensibly	listen to others carelessly	allow others to speak	**C**
Job Search and Mock Interviews	**61**	The people with whom you will have to communicate at the workplace include _____.	mostly friends	supervisors and co-workers	family members	classmates	**B**
	62	Which of these is not an online job search platform?	Indeed	Glassdoor	Snapchat	LinkedIn	**C**
	63	What is the ideal way to communicate at the workplace?	Showing respect and active listening	Displaying positive body language	Be willing to ask questions and a willingness to give feedback	All of the above	**D**
	64	Identify the short term goal from the following	Maintaining good health	Leading a happy life	Being helpful	Learning to drive a car	**D**
	65	Keeping our resume and contact card ready during networking events can help us find	More followers on our personal social media	Job opportunities	Friends	None of the above	**B**
	66	Effective and easy ways to create a professional network are _____.	join online networking websites like LinkedIn, etc.	Attend job fairs organized by both government and private companies	Keep in touch with your teachers and fellow students	All of the above	**D**
	67	Which of these is a type of interview?	face-to-face	telephonic	online	all of the above	**D**
	68	Men and women need to be treated equally in the workplace. It is good to avoid _____.	commenting about women employees	harassing women employees	treating women employees badly	All of the above	**D**

69	When you send your resume through email, you are sending it in the form of _____.	drive	attachment	marked text	cookie advertisement	**B**
70	It is useful to get recommendations and endorsements from _____.	family members	friends	former colleagues and supervisors	school teachers	**C**
71	When you check your watch frequently while speaking to a supervisor, he or she will get _____.	excited	upset	surprised	irritated	**D**
72	What kind of emotional barriers can be overcome when people communicate?	mistrust	fear	curiosity	both a and b	**D**
73	We should be careful about what we share on social media because _____.	our families will know about it otherwise	potential employers may do a background check	our friends will share it to others	All of the above	**B**

EMPLOYABILITY SKILLS - IT LITERACY | QUESTION BANK 2022

LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
Basics of Computers	1	_____ is the brain of the computer.	Desktop	Window	Central Processing unit (CPU)	Keyboard	**C**
	2	_____ allows the user to input letters, numbers and other symbols into a computer.	Mouse	Keyboard	Desktop	Digital Camera	**B**
	3	Which among the following is not an output device?	Monitor	Speaker	Projector	Mouse	**D**
	4	In a computer, _____ performs calculations and takes all the decisions.	CPU	Monitor	Mouse	Hard Disk	**A**
	5	Which key of the keyboard allows you to move to the begining of the next line?	Enter	Caps lock	Numeric Keys	Space	**A**
Exploring a Computer	6	Starting a computer is also called as _____.	Running	Scanning	Booting	Operating	**C**
	7	Arrange the following in a sequence for connecting a phone to the computer. a. Locate the phone folder on the computer and transfer the files. b. Turn both your phone and computer on. c. Connect USB wire to your phone and the computer.	a,b,c	c,a,b	a,c,b	b,c,a	**D**
Basics of Operating System	8	The _____ serves as an interface between the computer and the user.	Monitor	Operating System	Output Device	Hardware	**B**
	9	Operating systems have a special language called _____ .	Binary Language	Access Code	Linux Code	Reboot Code	**A**
Exploring Windows Operating System	10	Microsoft Edge was introduced with Windows 10 and replaced _____ as the default web browser.	Google	Internet Explorer	Safari	Mozilla Firefox	**B**
	11	_____ is the operating system of Apple.	Linux	Windows	Mac OS	Safari	**C**
Using Storage features on windows	12	Which among the following is the primary storage devices?	Hard disk	Floppy Disk	Memory Card	RAM & ROM	**D**
	13	_____ is also a form of data storage that cannot be easily altered or reprogrammemed.	RAM	ROM	Memory Card	Hardware	**B**
	14	Which among the following is not a tertiary storage devices?	Hard disk	USB Drive	RAM	Memory Card	**C**
	15	_____ is a storage device which is used in mobile phones, digital cameras and MP3 players.	Memory Card	Hard disk	ROM	Optical Disc	**A**
Basics of MS Word	16	Which shortcut is used to save a word file in MS-Word?	Ctrl + N	Ctrl + B	Alt + S	Ctrl + S	**D**
	17	_____ is the deafult extension of MS word files.	.dc	.dec	.docx	.msdoc	**C**
	18	Which shortcut is used to open an existing file in MS-Word?	Ctrl + N	Alt + O	Alt + Existing	Ctrl + O	**D**
	19	Arranging words or creating different styles of word on MS-Word is called as _____.	Coloring	Modifying	Editing	Formatting	**D**
	20	In MS word to select the whole file which shortcut combination is used?	Ctrl + A	Ctrl + @	Ctrl + L	Ctrl + D	**A**

Exploring MS Word	21	Which among the following is not a command of formatting toolbar?	Bold	Italic	Font Colour	Cut	D
	22	_____ tab is used to insert charts, graphs, images and page number into a word file.	Standard tab	Formatting tab	Insert tab	Review pane	C
	23	In MS word to close the document which shortcut combination is used?	Ctrl + B	Shift + F4	Alt + F4	Ctrl + L	C
	24	In MS Word, when you open a new blank document the cursor appears on the _____ corner of the page.	Outside the page	Middle of the page	Top Left	Bottom Right	C
	25	_____ lets the user to type uppercase letters or characters when used in combination with another.	Shift	Backspace	Delete	Tab	A
	26	_____ indicates where one can enter text on the page.	Arrow	Cursor	Hyphen	Hyperlink	B
Creating Documents on MS Word	27	_____ is an user-friendly software used to create Leave letters, letters of application for jobs, resumes.	MS Excel	Notepad	Wordpad	MS Word	D
	28	Arrange the following in the right order of printing a resume on MS Word. a. Press Ctrl + P b. Select the number of pages you want to print and press the Print Tab. c. Open the document you want to print.	a,b,c	a,c,b	c,a,b	b,a,c	C
	29	Which shortcut key is used to underline the main headings of your resume?	Ctrl + U	Ctrl + B	Ctrl + L	Ctrl + X	A
	30	Which function key allows you to rename a file?	F1	F2	F3	F4	B
	31	Find the missing word in the sequence, a. Click on Home Tab b. Select _____ group c. Select Left Alignment	Font	Clipboard	Paragraph	Styles	C
Basics of Excel	32	_____ is an electronic document in the form of grid and is used for calculations.	MS Word	Spreadsheet	Wordpad	Calculator	B
	33	Which among the following is not a component of MS Excel worksheet?	Column	Row	Formula Bar	Paint Bar	D
	34	_____ contains one or more worksheets.	Workbook	Workfile	Address bar	Document	A
	35	Which among the follwing is a right cell address?	F@	a34	G16	2B	C
	36	Cell Adress is a combination of _____ and _____ of the cell.	Row name and Column Number	Row and column width	Column Number and Row height	Column Name and Row number	D
Simple Functions on	37	Which shortcut combination prints the excel sheet?	Ctrl+shift+Print Scr	Ctrl+P	Alt+P	Tab+P	B
	38	To enter any formula in excel which symbol is used?	()	?	#	=	D
	39	_____ function allows the user to perform addition operation.	addition()	Sum()	Sumif()	Addall()	B

Simple Functions on Excel	40	_____ option allows the user to check how the worksheet looks when printed.	Outlook	Demo	Preview	Print sheet	C
	41	MS Excel workbooks by default are saved with ____ extension.	.xlsx	.xl	.excel	.msel	A
	42	To cut and paste content of a cell to another cell which shortcut combination is used?	Ctrl C & Ctrl P	Ctrl X & Ctrl V	Alt C & Alt V	Ctrl C & Ctrl P	B
What is Internet?	43	_____ is a worldwide system of computer networks.	Communication	Broadband	Internet	Social Media	C
	44	A wireless technology that connects a laptop to the internet is called _____ .	Bluetooth	WiFi	Source Network	Desktop	B
	45	Which among the follwing is not an Internet browser?	Google Chrome	Mozilla Firefox	Internet Explorer	Data Channel	D
Searching for Information on the Internet	46	_____ will scan through thousands of websites and webpages on the internet that collects and displays the most relevant information.	Search Engine	Engine	Search tab	Software	A
	47	_____ are words that help us find what we are looking for on the Internet.	Alphabets	Keywords	Browser	Names	B
	48	Where do you type the address when you are looking for a website?	Gmail	Computer	Address bar	Task Bar	C
Best Practices to follow on Internet	49	Which among the following should be followed while setting up a new password?	Password should be your name	Passwords should be your phone number	Password must have only 5-6 letters	Password should be a combination of alphabets, numbers and symbols	D
	50	In Windows, you can lock your computer by pressing _____ combination keys.	Lock + Prt Scr	Delete + Shift	Ctrl + Shift + Del	Space bar + Alt + F4	C
	51	_____ deletes spyware programmes installed on your computer and can prevent them from getting installed.	Antispyware	Virus	Software	Passwords	A
	52	Which action should be avoided during online transactions?	Using strong password	Clearing browsing history	Sharing personal information	Using only secured sites	C
	53	A website is secure if it has https as its prefix and a locked _____ symbol.	Speaker	Padlock	Equal	Star	B
Communicate using Email	54	_____ is an electronic message transmitted over internet.	Message	Chatbox	E-Mail	Webpage	C
	55	_____ is the mailing service run by Microsoft.	G-Mail	Yahoo	Hotmail	Outlook	D
	56	In an E-Mail _____ shows the topic of the message.	Attachments	Subject	BCC	CC	B
	57	Which among the following allows the recipient to see all the copied email contacts?	BCC	FCC	CC	From	C
	58	_____ is a type of file, such as a photo or document that you can send along with your email.	Virus	Attachment	Copy	Recipient desk	B
	59	While sending an Email to attach a photo or document, which symbol need to be clicked?	Equal to	Smiley	Stapler	Paper Clip	D

	60	The _____ folder holds emails that people have sent to you.	Outbox	Inbox	Message	Trash	B
	61	The _____ folder holds emails that may not be useful.	Outbox	Trash	Spam	Sent	C
Internet Safety	62	Which among the following is an example of a strong password?	mycomputer	Iloveindia	abcd1234	@35dof#secure	D
	63	_____ is a secret code that allows only YOU to access your accounts.	Password	Mobile phone	Email	Alarm	A
	64	Never send a reply to _____ email.	Inbox	Trusted Emails	Spam	Long	C
Introduction to mobile applications	65	Learning using a mobile is called _____.	Digital Learning	Offline learning	Self Learning	Adult Learning	A
	66	_____ are generally small, individual software that can be downloaded from playstore or appstore.	Internet	Spreadsheet	Mobile Applications	TV Shows	C
	67	Which among the following is not an Online payment application?	Google Pay	BHIM UPI	Banking Applications	Instagram	D
	68	_____ is a widely used app to find routes from one place to another.	Redbus	Google Map	Trek	Makemytrip	B
Simple Mobile Applications	69	In an Android phones, apps can be downloaded through the _____.	Play Store	BHIM UPI	Webpage	Google Pay	A
	70	Banking transactions are only possible between _____.	E Mail accounts	Passcode verifyers	Verified phone numbers	Social Media accounts	C
	71	_____ is an image that can be scanned instantly that tranlsates the information into human readable form.	QR Code	Photos	Code reader	Encrypter	A
	72	Which among the following cannot be done through BHIM UPI?	Requesting money from other verified user	Scan and Pay using QR Codes	Sending money to other verified user	Chat with all your friends	D
Exploring popular site for learning and career growth	73	What is the minimum age to register as an apprentice?	10	14	18	21	B
	74	The largest government agency that helps small entrepreneurs is the _____.	Ministry of defence	Entrepreneurship Unit	MSME (Ministry of Micro, Small & Medium Enterprises	Financial Agencies	C
	75	_____ is the official website to apply for the apprenticeship training.	www. ITIapprenticeship.gov.in	www. skilltraining.com	www. apprenticeshipindia.gov.in	www.msme.com	C
	76	Which of the following document is not required as a soft copy while applying for apprenticeship?	Technical education certificates	Aadhar Card	Bank Passbook	Blood group certificate	D
	77	_____ tab is used by ITI students to register for apprenticeship using the official website.	Third party aggregator	Candidate registration	ITI registration	Establishment	B
	78	Which among the following is not provided in bharat skill portal?	Question Bank	Course Videos	Study Materials	ITI Exam Results	D
	79	Which among the following is a job search website?	www.naukri.com	www. skilltraining.com	www. bharatskills.com	www.msme.com	A

| 80 | _____ is a group activity to learn about job opportunities. | Apprentice | Job Search hackathon | On job training | Self Employment | B |

LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
		EMPLOYABILITY SKILLS – ENTREPRENUERSHIP | QUESTION BANK 2022					
Introduction to Entrepreneurship	1	The recipe for success includes	Self-Awareness & Self- Belief	Independence	Grit	All of the Above	D
	2	India is a _____ country	underdeveloped	Developed	Developing	None of the Above	C
	3	As per "The State of Employment Report in India' of 2010, women are paid _____ men for same work	Equal to	More than	Less than	None of the Above	C
	4	An _____ is a self-employed person who is always trying to make his/her business better by taking risks and trying new ideas	Wage-employed	un-employed	Entrepreneur	None of the above	C
	5	What does a person need to succeed in Entreprenuership ?	Money	Power	Politics	Mindset	D
	6	A _____ person is someone who works for a person/organization and gets paid for that work	Self Employed	wage employed	Entrepreneur	None of the above	B
	7	_____ is the act of setting up and running a business, taking on risks in the hope of profit.	Entrepreneurship	wage employement	Both A & B	None of the above	A
	8	Expansion of BRICS is	Brazil, Russia, India, China and South Africa	Brazil, Russia, Indonesia, China and South Africa	Belgium, Russia, Indonesia, China and South Africa	Brazil, Russia, India, China and Swizerland	A
Being Entrepreneurial	9	Which of these is a quality of an entrepreneur?	Hardworking	Creative	Risk taker	All of the Above	D
	10	What does 'S' in SWOT stand for?	Strength	Support	Supervise	Sincere	A
	11	What does 'W' in SWOT stand for?	Winner	Weakness	Worry	Warning	B
	12	What does 'O' in SWOT stand for?	Opportunity	Opponent	Observer	Outstanding	A
	13	What does 'T' in SWOT stand for?	Time	Threat	Target	Technology	B
My Business Idea	14	An entrepreneur should not take any risks	TRUE	FALSE			B
	15	What is the full form of FMCG?	First Moving Customer Goods	First Moving Consumer Goods	Fast Making Customer Goods	Fast Moving Consumer Goods	D
Map the Market - Part 1 & 2	16	Best way to identify customers needs is _____	Through 3rd person	By advertising on newspaper	By observation and Message	By talking to them and survey	D
	17	Which are the important elements to remember while doing a customer survey?	Talk and Talk More	Write and read	Listen and listen	Listen, observe & talk	D
	18	What is the full form of GST?	Good and Sales Tax	Goods and Service Tax	Great Service Tax	Great Sales Tax	B
	19	Goods and Service Taxes (GST) Bill was implemented in _____ .	2017	2019	2020	2018	A
	20	A _____ is the process of gathering data from people about certain topics by interacting with them	Survey	Case Study	Both A & B	None of the above	A
	21	What is the expansion of 'MSME' ?	Micro, Small and Medium Enterprises	Ministry of Small and Medium Enterprises	Ministry of Small and micro Enterprises	Micro, Small and Model Enterprises	A
	22	Standup India supports entrepreneurship among _____ and _____ communities	women and SC/ST Communities	Minority and SC/ST Communities	Senior Citizen and SC/ST Communities	Senior Citizen and Women Communities	A
	23	How much bank loan "The Standup India" schemes offers for setting up new enterprises outside of the farming sector?	50 lakh - 1 croce	1lakh - 10 lakh	1 lakh - 50 lakh	10 lakh - 1 croce	D
	24	MSMEs - encourages _____	entrepreneurship, employment and livelihood opportunities	Population in the country	School education	None of the above	A
	25	Which is the Good method to interact with customer for survey?	Go prepared with the questions that you want to ask.	Speak to at least 20 people to get reliable data.	Speak Politely & deeply	All of the above	D
Overall Market Analysis	26	Which is the important scale to improve business ideas?	Customer	Competitor & Technology	Funds & Govt Schemes	All of the above	D
	27	The full form of 'NIC' is _____ .	Net, Interest, Cost	National Institute of Corruption	Need, Interest, Concern	News, Interest, Communication	C
	28	What is the full form of 'UVP'?	Utilise Value Product	Unique Value Proposition	Under Value Price	Unique Value Price	B

		Question	A	B	C	D	Ans
	29	Feedback means _____	Suggestion for improvement	Things people like about the idea	Things people do not like about the idea	All of the above	**D**
Business planning	30	What does 'S' in SMART stand for?	Specific	Success	Strength	Smart	**A**
	31	What does 'M' in SMART stand for?	Money	Management	Measurable	Market	**C**
	32	What does 'A' in SMART stand for?	Action	Achievable	Ambitious	Awareness	**B**
	33	What does 'R' in SMART stand for ?	Realistic	Retail	Recycle	Responsibility	**A**
	34	What does 'T' in SMART stand for?	Threat	Timely	Trust	Talent	**B**
Pitching for my Business	35	The 4Ps of a good sales pitch are: promise, picture, pitch and _____?	Product	Proof	Price	Public	**B**
	36	Showing the customer that your product actually works and does what it says, is called _____ in a sales pitch.	Picture	Power	Product	Proof	**D**
	37	Your final selling statement – one that will ensure the sale is called a _____.	Product	Pitch	Picture	Proof	**B**
Accounting	38	The amount collected by selling a product or service is called sales.	True	False			**A**
	39	The methods of tracking our money that will help manage our finances is called _____.	Acountancy	Money Management	Income	Saving of Money	**B**
	40	Managing Money helps us determine our profits and losses.	True	False			**A**
	41	_____ can be accounted for as business expenses.	Rent	Equipment	Labour charges	All of the above	**D**
	42	Money Management can help us understand and keep track of: _____	money available	expenditure incurred	income generated	All of the above	**D**
	43	Which of the following is not a part of Money Management?	Manufacturing	Loss	Cash avaliable	Profit	**A**
	44	Sheetal has a clothing retail business. She spends a total of Rs.3000 for 20 tops. She sells 20 tops for Rs.4500. Sheetal has made a _____?	Loss	Profit			**B**
	45	What is the full form of COGS?	Cost of Goods Sold	Care of Good Sale	Care of Good sale	Cost of Good sale	**A**
	46	The formula for COGS is ____	Total Sales- COGS	Money remaining + sales	Total purchases – inventory at the end of the month	Opening balance – expenses	**C**
	47	Inventory Value is ____	Total Sales	Money Remaining	Monetary value of unsold products	Amount spent on paying rent	**C**
Marketing	48	The techniques which one applies to promote goods or services and increase sales is called _____	Marketing Techniques	Money Management	Product pitching	Customer Service	**A**
	49	Which of the following are methods of marketing?	Word of Mouth	Schemes & Discount	Social Media page promotion	All of the above	**D**
	50	Sponsoring local events like cricket matches or Diwali celebrations is a marketing method.	True	False			**A**
	51	Shilpa is going door to door selling handicrafts. This is an example of ___ marketing.	Online	Offline	Mass	None	**B**
	52	Reena sells her product in creative packaging that customers like. This is a marketing method.	True	False			**A**
	53	Which of these is not a Marketing method?	Word of mouth	Instagram account for business	Paying rent	20% Discount on products	**C**
	54	Anitha started a TikTok account for her crafts business. She used _____ marketing strategy	Online Marketing	Poster	Tagline	Networking	**A**
	55	Which of these is not online marketing?	Facebook Post	Business Website	Instagram Story	30% discount on your first store visit	**D**
Ethical Business	56	While carrying out business, doing the morally right thing is considered as _____.	consumer law	business ethics	decision making	business strategy	**B**
	57	Discipline, Honesty, Accountability and _____ are the core values while talking to customers.	Respect	Kindness	Power	Money	**A**
	58	Being responsible for your actions towards customers is known as _____.	Accountability	Discipline	Marketing	Respect	**A**
	59	Business ethics are for customers only.	True	False			**B**

Ethical Business Practice	60	An entreprenuer should ensure that the products and services should not harm the customer.	True	False			A
	61	Which of these are ethics for business?	Respecting Consumer Rights	Treating everyone fairly, from customers to co-workers to employees	Saying no to bribes	All of the above	D
	62	Whose right is this? The right to be protected against the marketing of goods and services that are hamrful to life and property.	consumer	business	child	citizen	A
Vision Boarding	63	When you tell a business story, the following steps shoule be followed: a. _____ b. your struggles c. how you solved problems d. closing	customer	family	introduction	friends	C
	64	A _____ describes what a company desires to achieve in the long-run.	Ethical practice	Marketing strategy	Business strategy	vision statement	D
	65	The most critical part of your business success story is your ____	Introduction	Challenges	Supporters	All of the above	D

EMPLOYABILITY SKILLS – MAINTAINING EFFICIENCY	QUESTION BANK 2022						
LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
Effiency in the workplace	1	A worker helps bring the best output by using the available resources. Such a worker is called _____	Ineffective	Productive	Bad	Selfish	**B**
	2	Who gets the benefit of increased productivity?	Government	consumer/worker	Bussiness	all of the above	**D**
	3	One can be efficient at the workplace, if he/she	Is punctual	Follows rules	Follows safety procedures	All of the above	**D**
	4	Safety includes _____	Proper housekeeping	Proper storage and handling of tools and equipment	Use of appropriate PPE	All of the above	**D**
Growth	5	Growth of an organization, is growth of _____	An economy	A political party	A labour union	None of the above	**A**
	6	The economic growth of a country is _____	Increase in the population	Increase in the production of goods and services	Increase in size of families	None of the above	**B**
	7	Work becomes more efficient with _____	Population growth	Expansion of trade unions	Teamwork and collaboration	Becoming a developed country	**C**
	8	Expansion of GDP_____	Gross Domestic Product	Good Domestic Product	Great Domestic Product	None of the above	**A**
	9	Economic growth is measured by the increase in a country's total output or real _____	Increase in the population	Gross Domestic Product	A political party	Expansion of trade unions	**B**
Personal Growth	10	The process of transforming ourselves for a better physical, social, intellectual state is called _____	Union member	Good working	Personal growth	None of the above	**C**
	11	The effort taken to learn new skills and technologies, helps to _____	Grow in our profession	Become a union leader	Be close to political leaders	None of the above	**A**
	12	Team work helps to _____	Learn from peers	Collaborate with other employees	Be efficient at work	All of the above	**D**
	13	Pomodoro is a technique that can be used for _____	Working in teams	Mechanical jobs	Time management	Making machines do the work	**C**
	14	Pomodoro is the Italian word for _____	Tomato	Potato	Brinjal	Onion	**A**
	15	How many stages are there in Personal Growth _____	Two	Three	Four	Five	**D**
	16	Transforming ourselves for a better physical, emotional, intellectual, social and financial state is _____	Company's Growth	Personal Growth	Economic Growth	None of the above	**B**
Best Practices relevant for Industry	17	As organizations grow, they need to _____	Become satisfied with the existing technologies	Stay updated with changing technologies	Use manually operated technology	None of the above	**B**
	18	As technology changes, organizations need to	Buy high-end machinery	Train employees periodically	Conduct safety training for employees	All of the above	**D**
	19	Identify which is not a good practice people management	Involving employees in the development of business	giving memo for every mistake	communication with employees	offering employee leave	**B**
Factors Affecting Productivity – Identification of Problems – Case Study 1	20	Once the problems have been identified, we need to break them down into simpler elements becasue we can _____ the solutions.	change	identify	criticize	remove	**B**
	21	Filling out a form by answering questions is a part of	Accounting	Costing	Exam	A questionnaire survey	**D**
Factors Affecting Productivity –	22	The challenges faced by migrant workers are .... any other workers	much more than	same as	not as important as	all of the above	**A**

Identification of Problems – Case Study 2	23	One of the key reasons identified as affecting migrant labourers most is	Lack of literacy	Bad habits	Laziness	Forming groups	A
Factors Affecting Productivity – Solutions	24	It is the responsibility of the .... to provide water, power and other basic facilities to the workforce	Government	Employees	Management	None of the above	C
	25	When workers are migrating, companies should conduct	a formal induction programme	a safety training programme	a cultural programme	an informal meeting	A
	26	_____ is helpful for collecting employee feedback and understanding them.	Employer surveys	Employee surveys	Product surveys	Process surveys	B
Impact of Lack of Productivity	27	Lack of productivity is a serious threat to any society. It is caused by waste of _____	Time	Resources	Investments	All of the above	D
	28	When a company is not productive, it has a _____ effect on its employees and society.	Negative	Positive	Neutral	moderate	A
	29	Irresponsible employees of any company create ____	Loss to the company	Affect the environment	Waste resources	All of the above	D
	30	Low productivity leads to	low employment	low investment	low saving	All of the above	D
Tips for Maintaining and Improving Efficiency at the Workplace	31	Maintaining and improving productivity is a .... process	Quick	Temporary	Continuous	One time	C
	32	Efficient productivity improvement techniques ensure	Individual's growth	organization's growth	both an individual's & organization's growth	none	C
	33	What are the characteristics of workers who focus on productivity improvement?	Teamwork	Vision	Goals	All of the above	D
	34	Productivity is the .... of production systems	Measurement	Efficiency	Both measurement and efficiency	None of the above	C

LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
		EMPLOYABILITY SKILLS – OSHEE | QUESTION BANK 2022					
Occupational safety & hygiene	1	Protection from accident, danger, risk, hazard or damage is called as	Occupational safety	Occupational Problems	Anticipation	Work preservation	**A**
	2	Safety of employees is important because-	increases the quality of products	improves productivity	reduces absenteeism	All of the above	**D**
	3	Loud Noise is _____ type of occupational hazard	physical	biological	chemical	ergonomic	**A**
	4	Workplace safety includes protection of the workers against _____	weather	chemicals	dust	all of the above	**D**
Personal Protective equipment (PPE)	5	When a fire emergency occurs, people have to be_____ the workplace.	locked in	removed from	moved into	none of the above	**B**
	6	PPE stands for_____	Personal Protective Equipment	Personal Productive Equipment	Professional Protective Equipment	Professional Productive Equipment	**A**
	7	PPE includes _____	safety helmets	gloves	safety glasses	all of the above	**D**
	8	_____ protect hands from cuts, burns or harmful liquids	Goggles	Gloves	Ear plugs	Helmets	**B**
	9	-------- are is used for eye protection	goggles	gloves	helmet	ear plug	**A**
	10	Ear plugs protect ears from _____	Loud Noise	music	chemicals	none of the above	**A**
Occupational Hazards	11	An accident or injury that can happen in the workplace is called	Occupational work	Occupational Hazard	Occupational precaution	None of the above	**B**
	12	Hygiene-related hazards are caused by the_____	contamination of hands	falls	hot or sharp surfaces	none of the above	**A**
	13	_____ is an example for flammable or explosive substances	Gas cylinders	Chemicals	flammable gas	All the above	**D**
	14	Septic tanks, mines, manholes, storage towers, vessels, tunnels, etc. are called as _____	open spaces	confined spaces	safe spaces	none of the above	**B**
	15	The help given to a sick or injured person until medical help is available is known as _____	Loan	First Aid	Attention	None of the above	**B**
	16	While giving first-aid for burns, which one of the following should be avoided?	ointment and cream	iced water	Both a & b	cool or lukewarm running water	**C**
	17	Hazards are caused by _____ ?	people	equipment	environment	all of the above	**D**
	18	_____ cause injury to workers when an object, piece of equipment or material comes in contact with the worker.	Physical Hazards	Chemical Hazards	Biological Hazards	Psychological Hazards	**A**
Classification of	19	Fire, uneven surfaces, working at heights, unprotected electrical equipment can cause _____ hazards?	Physical Hazards	Chemical Hazards	Biological Hazards	Psychological Hazards	**A**
	20	Hazards due to the toxic properties of chemicals are classified as _____	Physical Hazards	Chemical Hazards	Biological Hazard	Psychological Hazards	**B**
	21	Chemical hazards can be caused by _____	Inflammable substances	corrosive substances	oxidizing substan	All of the above	**D**
	22	Bacteria and viruses, fungi, insect or animal bites, poisonous plants, animal waste, human- waste, can cause _____?	Physical Hazards	Chemical Hazards	Biological Hazard	Psychological Hazards	**C**

Classification of hazards	23	Biological hazards can arise due to organisms or substances produced by other harmful organisms	TRUE	FALSE			A
	24	Extreme pressure at workplace, conflicts at workplace, harassment, can cause _____ ?	Physical Hazards	Chemical Hazards	Biological Hazard	Psychological Hazards	D
	25	_____ reduces risk of injury, improves performance and increases productivity.	Ergonomics	Psychology	Economics	Ethics	A
	26	Maintaining a comfortable environment with good lighting, right temperature, less noise and vibration is an example of _____?	Economics	ethics	ergonomics	none of the above	C
Ergonomics	27	Ergonomic work environment is created by:	keeping frequently used objects within easy reach	maintaining erect position of back and neck with shoulders relaxed	providing mobility and change of posture	All the above	D
Occupational diseases	28	_____ refers to any chronic ailment that happens as a result of work or occupational activity.	Occupational diseases	Occupational safety	Occupational hazard	None of the above	A
	29	Over exposure to pollution, chemicals, smoke can cause_____	Lung cancer	Hearing loss	Anthrax	None of the above	A
	30	Loud Noise in the work atmosphere can cause?	Lung cancer	Hearing Loss	Jaundice	None of the above	B
	31	_____are used to protect both the user and the machines	Machine guards	Machinery	PPE	None of the above	A
Machine guards - Types	32	Machine Guard helps in _____	Protecting the machine and the operator	allowing smooth functioning and maintenance of the machine	Preventing the Accidents	All of the above	D
	33	In order to cut off power automatically, which of the following guards is used?	Lock guard	Interlock guard	Lockless guard	fencing	B
Environmental education	34	The responsible usage of environment benefits_____	Only the present population	only the future generations	both the present and the future generations	none of the above	C
Pollution, Ozone depletion and Global warming	35	Ozone depletion is the disturbance caused in the _____ layers of the atmosphere.	inner	middle	outer	core	C
	36	In order to preserve our environment, we need to minimise the use of _____	plastics	air	sunlight	none of the above	A
	37	Excessive use of pesticides and fertilizers leads to _____	air pollution	soil pollution	thermal pollution	none of the above	B
	38	When we follow 3Rs method in our day-to-day personal and professional life, we can control the use of _____	Natural resources	human resources	manmade resources	financial resources	A
	39	Substances which can be decomposed or destroyed are called _	Non biodegradable	biodegradable	Biological Hazards	chemical	B
Preventing environmental pollution - 3 Rs	40	The 3R method which is used to preserve environment includes _____	Reduce	Recycle	Reuse	All of the above	D

		EMPLOYABILITY SKILLS – ESSENTIAL SKILLS | QUESTION BANK 2022					
LESSON NAME	**Q NO**	**QUESTION**	**OPTION A**	**OPTION B**	**OPTION C**	**OPTION D**	**Correct Answer**
Self-Awareness – 1	1	Having a clear idea of our personality including strengths, weaknesses, thoughts, beliefs, motivation, values etc is called _____	Belief	Self Awareness	Myth	Threat	**B**
	2	Which of the following does not constitute your identity?	Opinions	Values	Likes	Marks scored in an exam	**D**
	3	Background refers to a person's _____	experiences	training	education.	All of the above	**D**
Self-Awareness – 2	4	_____ are the abilities and qualities you have as a person that helps you grow well in life and career.	Personal Strengths	Personal weaknesses	Opportunities	Threats	**A**
	5	_____ are the qualities that are considered negative, and need to be worked on.	Personal Strengths	Personal weaknesses	Opportunities	Threats	**B**
	6	Which of the following is an example of personal weakness	Confidence	Being lazy	Hard working	Active	**B**
	7	Goals are of 2 types:	Good and bad goals	Long-term and short-term goals	Rich and poor goals	Fixed-term and non-fixed term goals	**B**
Stress Management	8	What is stress?	Feeling of joy	Feeling of surprise	Feeling of delight	Feeling of frustration / disappointment	**D**
	10	Which of these is a sign of good stress?	It prevents you from pursuing your goals.	It makes you doubt yourself.	Does not lead to long-term tension, loss of sleep.	Makes you physically ill or causes pain.	**C**
	11	Which of these can be a cause of stress?	Pressure to perform in exams.	Conflict among friends.	Long commute from home to work.	All of the above	**D**
	12	Which of these is a sign of bad stress?	Prevents you from pursuing your goals.	Makes you feel physically ill or in pain.	Makes you doubt your ability to perform at a given task.	All of the above	**D**
Stress Management – Tools	13	An activity that stops or reduces stress is called a stress buster. Which of the following according to you is not a stress buster?	Spending long hours thinking about the problem.	Going to bed on time.	Listening to music.	Gardening	**A**
	14	What is mindfulness?	It is the technique of not minding anything.	It is about sharpening your brain.	It is the ability to be fully present in a moment.	It is the word used to describe people who are full of thoughts.	**C**
	15	Which of the following is true about stress ?	Stress can be managed	Stress cannot be controlled	Stress can not be decreased	All of the above	**A**
	16	Which of these is an essential step in the problem solving process?	To follow your instinct	To think deeply about the problem	To gather and analyze data	To report the problem to a higher-up	**C**

Category	#	Question	A	B	C	D	Ans
Problems Solving	17	Which of the following statements is true	Only experts can solve any problem	The more problems you solve, the better you will get at problem solving!	We need to pursue a course to even solve a simple problem	It is not important to solve any problem	B
Decisions and Negotiations	18	Which of these should be considered while making decisions?	Your mood	The choices of your friends	The rules of your community	Your personal priorities.	D
	19	Which of these is the full form of SWOT?	Special Wellness Organization Theme	Speak Work Openly Together	Strong World Olympic Team	Strength Weakness Opportunity Threat	D
	20	If someone is impulsive, it means that they act on instinct, without thinking well about their decisions. Impulsive decisions may lead to _____	no negotiation and disappointment.	wise negotiation	Win	None of the above	A
	21	Decisions based on your personal priorities lead to _____	no negotiation	wise negotiation	disappointment	None of the above	B
Time Management	22	_____ is the process of organizing and planning how to divide your time between specific activities.	Time Management	Stress Management	Money Management	None of the above	A
	23	Which of the following statement(s) is true about time management?	It will help to get more done in less time, even when there is time constraint	Good time management enables you to work smarter.	You will be able to meet deadlines and deliver quality products or services.	All of the above	D
	24	The Pomodoro technique is a system that encourages people to work with the time they have. So, what is Pomodoro technique used for?	Cutting tomatoes	Managing time and staying focused on one task for longer.	Make us build a habit.	To express respect for elders.	B
	25	How many days does it take to form a habit?	10	14	21	7	C
Money Management	26	_____ refers to the processes of budgeting, saving, investing and spending our resources well.	Money Management	Stress Management	Time Management	None of the above	A
	27	An example of desires is_____	Books and pen	An expensive bike	Mobile recharge	Uniform	B
	28	When spending money, last priority should be given to _____	Wants	Needs	Desires	All of the above	C
	29	The 3 stages of Money Management are Saving, Investing and _____	Expenditure	Spending	Income	All of the above	A
Migrating for Opportunities – Should do it?	30	This intention to move out of one's place to another for better jobs is called _____.	Mitigation	Litigation	Migration	Irrigation	C
	31	What is a comfort zone?	It is a place where we go to sleep.	It is a place where children live.	Our familiar lifestyle and behaviour is our comfort zone.	A place designed in airport for resting.	C
	32	Which of these statements is true?	All jobs are available in all cities.	Some cities have more opportunities than others for certain job roles.	Salary in metro cities is always higher than small towns	Only a few cities have job opportunities.	B

	33	Which of these should be taken into account while moving to a new city for work?	We should think about our food preferences.	We should think about the difference between our salary and expected expenses.	We should think about the language differences.	We should think about how much we will miss the comfort of our home.	**B**
Migrating for Opportunities - Best Practices	34	Which of these expenses are incurred when we move to a new city?	Buying new clothes	Buying books	Buying shoes	Rent of an accomodation	**D**
	35	Which among these are not good manners while travelling by public transport?	Push back our seat without checking with the person on the back seat	Be polite to fellow passengers and staff.	Follow the instructions of the cabin manager.	Speak in a low voice.	**A**
	36	Which of these documents are not compulsorily required for international travel?	Passport	Visa	Personal identification (eg. Aadhaar Card)	Electricity Bill	**D**

EMPLOYABILITY SKILLS – LABOUR LAWS | QUESTION BANK 2022

LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
Labour Welfare: Benefits Guaranteed under Various Acts	1	To safeguard the workforce, many labour and industrial laws have been established by _____	Employer	Employee	Government	Customer	C
	2	Factories act ensures to regulate the working conditions of workers in the factory. Which may be an objective of Factories Act?	To protect the health condition of workers in factories	To provide higher education	To force workers do overtime	None of the above	A
	3	Why are labour laws establised by Government?	To exploit the workers	To recruit workers fastly	To safeguard the workforce from exploitation	To ensure that workers come to workplace on time.	C
	4	Which of the following is not a part of employee rights?	Promotions	Safety	Bonus	Entertainment	D
Employees State Insurance Act, Apprentices Act	5	The minimum age qualification for apprenticeship training is _____	18 years	14 years	21 years	15 years	B
	6	The stipends of apprenticeships are based on _____	Gender	Caste	Educational qualifications	Religion	C
	7	Who all are covered under Employees State Insurance Act?	Casual employees	Temporary employees	Contract employees	All of the above	D
Payment of Wages Act, Employees Provident Fund Act	8	Stipends are provided _____ based on the educational qualifications and the nature of the industry.	Yearly	Weekly	Monthly	Daily	C
	9	_____ is defined as remuneration by way of salary, allowance or payment for the work done.	Pay	Wage	Honorarium	Money	B
	10	The employers' contribution towards EPF is ensured through the_____	Employees Provident Fund Act	Employer Permanent Fund Act	Employees Provisional Fund Act	Employer Provisional Fund Act	A
	11	One problem regarding wages in the Indian social system is the_____ in India.	Gender pay gap	Profit	domestic violence	tax	A
Workmen's Compensation Act, POSH	12	Expansion of POSH is _____	Prevention of Social Harassment	Prevention of Sexual Harassment	Provision of Sexual Harassment	Provision of Social Harassment	B
	13	Sexual Harassment is a hazard encountered in workplaces across the world that _____	Reduces the quality of working life	Endangers the well-being of women	Weakens gender equality	All of the above	D
	14	According to the POSH Act, 'sexual harassment' includes _____	Unwelcome sexually tinted behaviour	Vulgar and unnecessary comments	Unwelcome touching	all of the above	D

	15	The Workmen's Compensation Act provides for payment of compensation to _____.	Workmen and their dependents	Workmen only	Dependents only	None of the above	A
Interpreting Applicable labour and industrial laws	16	The first step in establishing social justice is to protect _____	The Rich	Employer	Customer	Those who can't protect themselves	D
	17	In attaining international uniformity _____ has played an important part.	International Labourer Organization	Indian Labour Organization	International Labour Organization	International Labour Organ	C
	18	Labour laws help the employees to improve their social status by boosting the_____	Working hours	Morale	Profits	Losses	B

		EMPLOYABILITY SKILLS – QUALITY MANAGEMENT	QUESTION BANK 2022				
LESSON NAME	**Q NO**	**QUESTION**	**OPTION A**	**OPTION B**	**OPTION C**	**OPTION D**	**Correct Answer**
Total Quality Management & Quality Circle	1	Quality is all about producing products without _____	Price	Design	Defects	standard	**C**
	2	Quality circle are usually_____ and led by a superviser/senior.	Large	Small	Different	Similar	**B**
	3	Quality Circles help employees work in team towards _____	A common goal	Different goals	Solving different problems	increased profit	**A**
	4	Quality Management system helps an organization to satisfy the needs of its _____	Customers	Employees	Employers	Managers	**A**
PDCA & Quality Management system	5	_____ is a tool used for problem solving and decision making. It has 4 stages.	Plan-Do-Check-Act	Plan-direct-check- Act	Plan-Define-Check-Act	Plan-Deny-Check-Act	**A**
	6	PDCA model has _____ no of stages.	Four stage	Two stage	One stage	Five Stage	**A**
	7	The common goal of quality management system is understanding customers' _____	Emotions	Health	Income	Needs	**D**
	8	A Quality Management system is a .... approach.	well defined	Difficult	Complicated	None	**A**
	9	Total Quality Management helps to improve the quality of all the processes within an organization. It also leads to customer satisfaction. What are main features of TQM?	Focus on user	Participation of workers	Continous improvements	All of the them	**D**
Fishbone, Kaizen,5D, 5S	10	A "fishbone" diagram can help to identify possible causes and effects of a problem. It is also called _____	Cause & Effect diagram	Check & Effect diagram	Cause & Equal Diagram	Check & Easy Diagram	**A**
	11	The basic principle of Kaizen is _____	Change is for good	Change for the people	Sell for the better	Buy for the better	**A**
	12	What is the correct steps and order of 5S?	Share,Small,Shine,Sustain, Standard	Sort, Set in order, Shine, Standarize and Sustain	Shine,Sort,Small,Share and Standard	Share, Shine, Standard, Sort and Sweep.	**B**
	13	The steps of the 5D model are: Define the problem, Discover the root cause(s), Develop possible permanent action, Deliver the solution to prevent re-occurrence of the problem. What is the 5D model used for?	To solve a problem	To understand about the problem	To find out possible solution	All of them	**D**
	14	Kaizen is used to created _____	Continuous development	Problem solving	Solution	None	**A**
	15	Kaizen brings _____ improvements in overall processes to help organizations succeed.	Small and serious	Small and rare	Continous and small	Large and continous	**C**
Standardization	16	Standardization _____ variations in the way we work.	Reduces	Increases	Helps	Promotes	**A**
	17	ISO stands for _____	International Order for Standardization	International Organizers for standardizations	International Organizational Organisation for stabiization	International Organisation for Standardization	**D**
	18	BIS stands for Bureau of Indian Standards. Is BIS a national body or international body?	National Standard body of India	Standard body of India	International boday of India	International standard Body of India	**A**
	19	Standardization means that the size, design, quality, shape, etc., of a product would meet requirement and tastes of _____	Customers	Employers	Employees	None	**A**
	20	ISO and BIS are _____ certificates	standardization	Indian	Global	good	**A**

LESSON NAME	Q NO	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	Correct Answer
		EMPLOYABILITY SKILLS – PEPARATION TO WORLD OF WORK | QUESTION BANK 2022					
Introduction to the world of work	1	What is a career journey not based on?	Strength	Goals & Aspirations	Home address	Qualifications	C
	2	What is the meaning of career journey?	It has a clear starting point and ending point	It includes multiple jobs	It is well defined and has a fixed title and salary	It is usually short term	B
	3	Career is a lifelong process	True	False			A
	4	Which of this is a part of your career development	Your abilities	Your interests	Your determination	All of the above	D
Career awareness-1	5	What is the meaning of an entry level job?	It helps to enter the office	Junior interior designer	It is a starting or junior level job	Security guard	C
	6	What is a career card/ career pathway poster?	It is a consolidation of information of a particular career in one place	It consists of my skills and qualifications	It has informations about a particular employer	None of the above	A
	7	Career pathways can help you in finding your way among the thousands of different occupations	True	False			A
Career awareness-2 Market scan	8	Market Scan is a process by which we can understand the trends and changes in the world of work.	True	False			A
	9	What are the different sources of informations to understand a career	Newspaper	Career guidance agencies	Discussion with professionals	All the above	D
	10	All informations available on internet regarding careers are reliable	True	False			B
	11	Which of the following websites are not popular for finding jobs?	LinkedIn.com	Sheroes.com	Naukri.com	Twitter.com	D
Career plan- Interests and abilities	12	Career pathways help us in	identifying career choices	exploring careers for similar skills & interests	making a career plan	All of the above	D
	13	A person cannot have same interest and abilities	True	False			B
	14	We can develop our abilities in a particular area, if we have interest in it.	True	False			A
	15	Why is it important to align your interests and abilities to the work that you do?	It helps to be really happy and successful	It helps to enjoy career more	It helps to feel more satisfied.	All of the above.	D

Setting goals for career	16	Choose a statement that is not true of SMART goals	It makes life a lot easier	It's difficult to understand	It helps us in building our dream career	It helps us to stay on track to achieve the most important things in life	**B**
	17	What does 'M' stand for in SMART goal	Meaningful	Memorable	Measurable	Manageable	**C**
	18						
	19						
Resume writing	20	A resume is _____	A document about one's skills, abilities, qualifications and experience	A document that includes all imaginary information about an individual	A document used to provide any information one likes to employers	None of the above.	**A**
	21	Information like date of birth, permanent address form a part of one's _____ in the resume.	Career objectives	Personal details	Achievements	Qualifications	**B**
	22	Writing vague skills like hard work, friendly nature, honesty etc.., in the resume is to be avoided	True	False			**A**
	23	A factually written resume is your first way of introduction to the employer	True	False			**A**
Applying for jobs online	24	Choose common job search engine/s from below	Naukri.com	Timesjobs.com	LinkedIn	All the above	**D**
	25	Rahul doubts that some of the job posting he received from his friends, social media etc.., are not genuine. Choose the options below to help Rahul identify the fake job postings.	Check employer's website, address, logo and mail ID	Ensure the job description is clear	Insist on an in-person meeting or interview	All the above	**D**
	26	Job role describes the specified types of tasks one has to perform in the workplace	True	False			**A**
	27	Choose the sign/s of fake job postings	Job postings with employer's contact number	Job postings with unclear job description	Job postings with updated website	All of the above	**B**
Interview skills	28	Interview is a way for the employer and candidate to get to know each other	True	False			**A**
	29	For the interview process a candidate needs to prepare himself/ herself in three stages. Choose these three stages from below options	Try- focus-succeed	Before-during-after	Meet - talk - listen	None of the above	**B**
	30	When an interviewer asks you to tell more about yourself you can share	Details about your family	Details about your education and qualification	Your interest and hobbies	All of the above	**D**

| 31 | If you have an interview tomorrow, what are the necessary documents you should carry | Multiple copies of resume | ID proofs | Original & photocopies of the educational qualification & experience certificates. | All of the above | **D** |

		EMPLOYABILITY SKILLS – CUSTOMER INTERACTION | QUESTION BANK 2022					
LESSON NAME	**Q NO**	**QUESTION**	**OPTION A**	**OPTION B**	**OPTION C**	**OPTION D**	**Correct Answer**
Forms of Greeting	1	Objective of greeting a customer is	To give the customer positive attention and engage in conversation	To make the customer feel welcome and important	To make the customer feel welcome by making eye contact, by smiling and greeting	All of the above	**D**
	2	What are some of the important points to remember while greeting the customer?	Acknowledge customer's presence	Make eye contact	Smile	All of the above	**D**
	3	How should we greet a customer?	Ignore them	Wait for them to speak	Make them feel welcome	None of the above	**C**
	4	You have greeted the customer. Choose which of the following statements you should use to complete the greeting.	What do you want?	How may I help you?	Why have you come?	Can you come later	**B**
Probing to identify customer needs	5	Probing questions helps you	To identify customer's specific needs	To learn customer's pain point	To introduce yourself well to the customer.	Building trust so you can receive honest feedback.	**A**
	6	Which of the following is not true?	Ask each customer the same set of questions.	Ask the questions with a genuine focus on understanding your customer in order to meet their needs	Only ask relevant questions	Establish trust by focusing on customer needs and not on your product.	**A**
	7	It is best to ask _____ questions when asking questions.	Open & close ended	Rude	Personal	Sensitive	**A**
Probing-Ask, listen, repeat technique	8	Based on the information that you get through probing, you will be in a better position to make _____	Proper product suggestions	Effective problem solving	Build friendship	No Progress	**A**
	9	An open-ended question is one that cannot be answered with a simple yes or no and often has no single right answer	TRUE	FALSE			**A**
	10	Open ended questions start with which of the following words?	What	How	why	All of the above	**D**
	11	Which of the following should be avoided during probing?	Interrupting the customer	Listening carefully	Repeating	Summarizing	**A**
	12	It is also important to pay attention to customer's _____ when probing	Friends	Dreams	Personal needs	Body language	**D**
Closing a sale or service	13	_____ is the last and final step that will ensure that the customer pays for the product or service.	Closing a sale/service	Greeting	Probing	All of the above	**A**
	14	Can I bill this item madam? Shall I bill this service sir? This is an example for	Indirect close	Direct Close	Close ended Question	None of the above	**B**
	15	If the customer is not buying your product or service, to keep them happy which of the following things should be done:	Compel them to buy the product/service	Offer the customer alternatives or other interesting offers	Argue with the customer	All of the above	**B**
Customer Feedback	16	What is feedback?	Reaction or response to a product sold or service offered	Talking behind someone	Speaking about someone without their knowledge	All of the above	**A**
	17	Feedback helps to _____	Improve the service	Modify the process or system	Meet customer satisfaction better	All of the above	**D**
	18	What actions should be taken after getting to know customer suggestions/problems?	Ask, Solve	Ask, Act, Categorize	Ask, Categorize, Act, Followup	Ask, Followup	**C**
	19	Some ways to getting feedback include	Feedback forms	Google Forms	survey tools	All of the above	**D**

	20	Customers expect to be _____	Welcomed politely	Paid attention to	given Immediate attention	All of the above	**D**
	21	Feedback helps to_____	Improve future performance	Make people write suggestions	Get good job	None of the above	**A**
Handling grievances	22	Customers have grievances when_____	Their expectations and needs are not meet	They don't want the product	They want to be rude	None of the above	**A**
	23	If a customer has registered a complaint against you, which of these steps should be followed.	Receive the complaint	Investigate	Provide reasons & options for solving it	All of the above	**D**
	24	For handling customer grievances, LEARN technique is:	Listen, Empathise, Accept, React, Now	Listen, Empathise, Apologize, React, Now	Listen, Example, Apologize, Receive, Now	Listen, Expert, Admit, React, Now	**B**
Relationship Building with customers	25	When customers are satisfied with the service/product, they become _____ the brand.	Annoyed with	Strangers to	Loyal to	None of the above	**C**
	26	Listening to customer feedback and modifying services help to _____	Develop an ongoing relationship with customers	Build long-term relationship with customers	Become close to customers as they become loyal customers	All of the above	**D**
	27	The 4 stages of getting customers are _____	Acquisition, Remember, Satisfaction, Loyalty	Attention, Retention, Sale	Acquisition, Retention, Satisfaction, Loyalty	Attention, Retention, Satisfaction, Loyalty	**C**