

# 1st year Employability Skill MCQ

## E-LEARN ITI

### Module Name - Introduction to Employability Skills

#### Employability Skills

1. Which of the following options is an Employability Skill? / निम्नलिखित में से कौन सा विकल्प रोजगार योग्यता कौशल है?

- A) Good Interview Skills / अच्छा साक्षात्कार कौशल
- B) Good Communication Skills / अच्छा संचार कौशल
- C) Digital Skills / डिजिटल कौशल
- D) All of these / उपरोक्त सभी

Answer: D) All of these / उपरोक्त सभी

2. An employee is someone who \_\_\_. / एक कर्मचारी वह होता है जो \_\_\_।

- A) Goes to school to study / स्कूल जाता है पढ़ाई करने के लिए
- B) Does not work / काम नहीं करता
- C) Works for a salary / वेतन के लिए काम करता है
- D) Goes to play / खेलने के लिए जाता है

Answer: C) Works for a salary / वेतन के लिए काम करता है

3. Which are the two skills needed for good career growth? / अच्छे करियर वृद्धि के लिए कौन-कौन सी दो कौशल आवश्यक हैं?

- A) Watching TV & Making friends / टीवी देखना और दोस्तों से मिलना
- B) Traveling & Shopping / यात्रा और खरीदारी
- C) Playing video games & Cooking skills / वीडियो गेम खेलना और खाना पकाने की कौशल
- D) Technical Skills & Employability Skills / तकनीकी कौशल और रोजगार योग्यता कौशल

Answer: D) Technical Skills & Employability Skills / तकनीकी कौशल और रोजगार योग्यता कौशल

**Solution and Explanation on  
You Tube Channel**



4. Gopi is always willing to learn and improve in his work. He has a \_\_\_. / गोपी हमेशा अपने काम में सीखने और सुधारने के लिए तैयार रहता है। उसके पास एक \_\_\_ है।

- A) Fixed mindset / स्थिर मानसिकता
- B) Certificate / प्रमाण पत्र
- C) Growth mindset / विकासशील मानसिकता
- D) Marksheet / मार्कशीट

**Answer:** C) Growth mindset / विकासशील मानसिकता

## Learning Employability Skills Online

6. When we learn something online, it is called \_\_\_. / जब हम कुछ ऑनलाइन सीखते हैं, तो इसे \_\_\_ कहते हैं।

- A) Classroom learning / कक्षा में अध्ययन
- B) Teaching / शिक्षा
- C) E-learning / ई-लर्निंग
- D) Digital marketing / डिजिटल मार्केटिंग

**Answer:** C) E-learning / ई-लर्निंग

7. Which of these is an advantage of learning online? / इनमें से कौन सा ऑनलाइन सीखने का लाभ है?

- A) Learn anytime & anywhere / कभी भी और कहीं भी सीखना
- B) Make friends with classmates / सहपाठियों के साथ दोस्त बनाना
- C) No need to study / पढ़ाई की कोई आवश्यकता नहीं
- D) Have shorter classes / छोटी कक्षाएं

**Answer:** A) Learn anytime & anywhere / कभी भी और कहीं भी सीखना

8. Which of these is an e-learning portal? / इनमें से कौन सा ई-लर्निंग पोर्टल है?

A) ASEEM / ASEEM

B) Bharat Skills Portal / भारत स्किल्स पोर्टल

C) NAPS portal / NAPS पोर्टल

D) Netflix / नेटफ्लिक्स

Answer: B) Bharat Skills Portal / भारत स्किल्स पोर्टल

9. Ram works as a fitter in a company. He wants to upgrade his trade skills and employability skills in his free time. What should he do? / राम एक कंपनी में फिटर के रूप में काम करता है। वह अपने फ्री टाइम में अपने ट्रेड कौशल और रोजगार योग्यता कौशल को अपग्रेड करना चाहता है। उसे क्या करना चाहिए?

A) Play sports / खेल खेलना

B) Watch news / समाचार देखना

C) Find courses: online or offline / कोर्स ढूँढना: ऑनलाइन या ऑफलाइन

D) Quit job / नौकरी छोड़ना

Answer: C) Find courses: online or offline / कोर्स ढूँढना: ऑनलाइन या ऑफलाइन

10. Zeena wants to enrol for an e-learning course. The most important thing she needs is \_\_. / जीना एक ई-लर्निंग कोर्स में दाखिला लेना चाहती है। उसे सबसे ज़रूरी चीज \_\_ चाहिए।

A) Book / किताब

B) Pen / कलम

C) Mobile phone or Computer / मोबाइल फोन या कंप्यूटर

D) Library card / लाइब्रेरी कार्ड

Answer: C) Mobile phone or Computer / मोबाइल फोन या कंप्यूटर

## Future of Work

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

आज की दुनिया में, \_\_ कई नौकरियों में एक बुनियादी कौशल की आवश्यकता बन गए हैं।

- A) Acting skills / अभिनय कौशल
- B) Digital skills / डिजिटल कौशल
- C) Painting skills / पेंटिंग कौशल
- D) Dancing skills / नृत्य कौशल

Answer: B) Digital skills / डिजिटल कौशल

12. \_\_ jobs help to reduce pollution, preserve the environment, and the planet.

\_\_ नौकरियां प्रदूषण कम करने, पर्यावरण और ग्रह को संरक्षित करने में मदद करती हैं।

- A) Software / सॉफ्टवेयर
- B) Hardware / हार्डवेयर
- C) Green / हरी
- D) Part-time / अंशकालिक

Answer: C) Green / हरी

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

हरी नौकरियां महत्वपूर्ण हैं क्योंकि \_\_।

- A) they help protect the environment / वे पर्यावरण की रक्षा करने में मदद करती हैं
- B) they harm the environment / वे पर्यावरण को नुकसान पहुंचाती हैं
- C) they pay more money / वे अधिक पैसे देती हैं
- D) they require no skill / उन्हें किसी कौशल की आवश्यकता नहीं होती

Answer: A) they help protect the environment / वे पर्यावरण की रक्षा करने में मदद करती हैं

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

गीता ने अपनी शिक्षा पूरी की है। उसने अपनी \_\_ क्षमताओं को सुधारने के लिए एक बुनियादी अंग्रेजी कोर्स में दाखिला लिया।

- A) Technical / तकनीकी
- B) Digital / डिजिटल
- C) Communication / संचार
- D) None of these / इनमें से कोई नहीं

Answer: C) Communication / संचार

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

राम अपना खुद का व्यवसाय शुरू करना चाहता है। वह दो विकल्पों पर विचार कर रहा है: एक ऑडियो कैसट शॉप खोलना या एक ऑनलाइन रिटेल व्यवसाय शुरू करना। इनमें से आप कौन सा विकल्प सुझाएंगे?

- A) Online retail / ऑनलाइन रिटेल
- B) Audio cassette shop / ऑडियो कैसट शॉप
- C) Anything is fine / कोई भी ठीक है
- D) Video rental store / वीडियो रेंटल स्टोर

Answer: A) Online retail / ऑनलाइन रिटेल

## Module – Constructions Values-Citizenship

### My Values and Ethics

1. Values and ethics help us build good \_\_\_.

मूल्य और नैतिकताएँ हमें अच्छा \_\_\_ बनाने में मदद करती हैं।

A) Games / खेल

B) Behaviour / व्यवहार

C) Studies / अध्ययन

D) Rent / किराया

Answer: B) Behaviour / व्यवहार

2. Values decide the \_\_\_ of a person.

मूल्य किसी व्यक्ति के \_\_\_ का निर्धारण करते हैं।

A) Character / चरित्र

B) Laptop / लैपटॉप

C) Home / घर

D) System / प्रणाली

Answer: A) Character / चरित्र

3. It is not good to forward \_\_\_ on social media.

सोशल मीडिया पर \_\_\_ को फॉरवर्ड करना अच्छा नहीं है।

A) Fake news / फर्जी खबरें

B) Messages / संदेश

C) Greetings / अभिवादन

D) Songs / गाने

Answer: A) Fake news / फर्जी खबरें

4. A person who respects and follows the law of a country is a \_\_\_.

एक व्यक्ति जो देश के कानून का सम्मान करता है और उसका पालन करता है, वह \_\_\_ होता है।

- A) Businessman / व्यापारी
- B) Bad Employee / बुरा कर्मचारी
- C) Responsible Citizen / जिम्मेदार नागरिक
- D) Small Kid / छोटा बच्चा

Answer: C) Responsible Citizen / जिम्मेदार नागरिक

5. Rita found someone's wallet in the office. She gives it to the office manager. This shows that she is \_\_\_.

रीता ने ऑफिस में किसी का वॉलेट पाया। उसने इसे ऑफिस मैनेजर को दे दिया। इससे पता चलता है कि वह \_\_\_ है।

- A) Open-minded / खुला दिमाग
- B) Honest & Responsible / ईमानदार और जिम्मेदार
- C) Kind / दयालु
- D) Non-judgemental / पूर्वाग्रहहीन

Answer: B) Honest & Responsible / ईमानदार और जिम्मेदार

## Our Constitution: Guiding Principles

6. The Constitution of India is also called \_\_\_.

भारत का संविधान को \_\_\_ भी कहा जाता है।

- A) Bhartiya Academy / भारतीय अकादमी
- B) Bhartiya Samvidhan / भारतीय संविधान
- C) Novel / उपन्यास
- D) Newspaper / समाचार पत्र

Answer: B) Bhartiya Samvidhan / भारतीय संविधान

7. India is a Sovereign country. That means it can make its own \_\_\_.

भारत एक संप्रभु देश है। इसका मतलब है कि यह अपनी \_\_\_ बना सकता है।

A) Money / पैसा

B) State / राज्य

C) Election / चुनाव

D) Rules and Decisions / नियम और निर्णय

Answer: D) Rules and Decisions / नियम और निर्णय

8. Indian constitution is a set of \_\_\_ of our country.

भारतीय संविधान हमारे देश के \_\_\_ का एक सेट है।

A) Laws and rules / कानून और नियम

B) Keys / चाबियाँ

C) Tools / औजार

D) Languages / भाषाएँ

Answer: A) Laws and rules / कानून और नियम

9. Mr. Johnson wants to employ an 8-year-old girl for household work. In India, which fundamental right would not allow it?

मिस्टर जॉनसन एक 8 वर्षीय लड़की को घरेलू काम के लिए नौकरी पर रखना चाहते हैं। भारत में, कौन सा मौलिक अधिकार इसे अनुमति नहीं देगा?

A) Right to equality / समानता का अधिकार

B) Right to freedom of religion / धर्म की स्वतंत्रता का अधिकार

C) Right against exploitation / शोषण के खिलाफ अधिकार

D) Right to information / सूचना का अधिकार

Answer: C) Right against exploitation / शोषण के खिलाफ अधिकार

10. Which fundamental right allows us to freely visit a temple, church, or mosque for prayer?

कौन सा मौलिक अधिकार हमें पूजा के लिए मंदिर, चर्च, या मस्जिद में स्वतंत्र रूप से जाने की अनुमति देता है?

- A) Right to equality / समानता का अधिकार
- B) Right to education / शिक्षा का अधिकार
- C) Right against exploitation / शोषण के खिलाफ अधिकार
- D) Right to freedom of religion / धर्म की स्वतंत्रता का अधिकार

Answer: D) Right to freedom of religion / धर्म की स्वतंत्रता का अधिकार

## Protecting Our Environment

11. Addition of harmful smoke, gases, and chemicals to the environment in large quantities is called \_\_.

हानिकारक धुएँ, गैसों, और रसायनों की बड़ी मात्रा में पर्यावरण में जोड़ने को \_\_ कहा जाता है।

- A) Air / हवा
- B) Pollution / प्रदूषण
- C) Wind / हवा
- D) Storm / तूफान

Answer: B) Pollution / प्रदूषण

12. Cutting down of trees for farming and housing purposes is called \_\_.

खेती और आवासीय उद्देश्यों के लिए पेड़ों को काटने को \_\_ कहा जाता है।

- A) Reforestation / पुनर्वनीकरण
- B) Deforestation / वनों की कटाई
- C) Afforestation / वनरोपण
- D) Forestation / वनस्थापन

Answer: B) Deforestation / वनों की कटाई

13. Releasing chemicals, waste, and plastics into the water is called \_\_\_.

पानी में रसायनों, कचरे, और प्लास्टिक को छोड़ने को \_\_\_ कहा जाता है।

- A) Sound pollution / ध्वनि प्रदूषण
- B) Land pollution / भूमि प्रदूषण
- C) Water Pollution / जल प्रदूषण
- D) Air pollution / वायु प्रदूषण

Answer: C) Water Pollution / जल प्रदूषण

14. Scientists are warning us that the rise in Earth's temperature causes \_\_\_.

वैज्ञानिक हमें चेतावनी दे रहे हैं कि पृथ्वी के तापमान में वृद्धि \_\_\_ का कारण बनती है।

- A) Deforestation / वनों की कटाई
- B) Land sliding / भूमि कटाव
- C) Pollution / प्रदूषण
- D) Global warming / वैश्विक तापन

Answer: D) Global warming / वैश्विक तापन

15. Shyam avoids the use of plastic and chemical fertilizers. He is practicing a \_\_\_.

श्याम प्लास्टिक और रसायनिक उर्वरकों के उपयोग से बचता है। वह एक \_\_\_ का पालन कर रहा है।

- A) Green lifestyle / हरी जीवनशैली
- B) Modern lifestyle / आधुनिक जीवनशैली
- C) Busy lifestyle / व्यस्त जीवनशैली
- D) Unhealthy lifestyle / अस्वस्थ जीवनशैली

Answer: A) Green lifestyle / हरी जीवनशैली

## Module Name: Becoming a Professional in the 21st Century 21st Century Employability Skills

1. Major changes took place in the manufacturing world with \_\_\_.

उत्पादन की दुनिया में प्रमुख परिवर्तन \_\_\_ के साथ हुआ।

- A) Green revolution / हरित क्रांति
- B) Milk revolution / दूध क्रांति
- C) Industrial revolution / औद्योगिक क्रांति
- D) White revolution / श्वेत क्रांति

Answer: C) Industrial revolution / औद्योगिक क्रांति

2. The process of manufacturing has changed due to technology and \_\_\_ development.

उत्पादन की प्रक्रिया तकनीक और \_\_\_ विकास के कारण बदल गई है।

- A) Training / प्रशिक्षण
- B) Scientific / वैज्ञानिक
- C) Teaching / शिक्षा
- D) Facilitation / सुविधा

Answer: B) Scientific / वैज्ञानिक

3. Regular assessment of skills is necessary for the growth of \_\_\_.

कौशल का नियमित मूल्यांकन \_\_\_ की वृद्धि के लिए आवश्यक है।

- A) Career / करियर
- B) Interview / साक्षात्कार
- C) Job / नौकरी
- D) Skill / कौशल

Answer: A) Career / करियर

4. Neetu has excellent storytelling skills. What type of intelligence is it?

नीतू के पास उत्कृष्ट कहानी कहने की क्षमताएँ हैं। यह किस प्रकार की बुद्धिमत्ता है?

A) Picture Smart / चित्रमय बुद्धिमत्ता

B) Logic Smart / तार्किक बुद्धिमत्ता

C) Body Smart / शारीरिक बुद्धिमत्ता

D) Word Smart / शब्द बुद्धिमत्ता

Answer: D) Word Smart / शब्द बुद्धिमत्ता

5. Swaraj is looking for internet-based/data entry jobs. What is the most important skill he needs?

स्वराज इंटरनेट आधारित/डाटा एंट्री नौकरियों की तलाश कर रहा है। उसे सबसे महत्वपूर्ण कौशल क्या चाहिए?

A) Basic computer skills / बुनियादी कंप्यूटर कौशल

B) Entrepreneurial skills / उद्यमिता कौशल

C) Beautician skills / ब्यूटिशियन कौशल

D) Wood cutting skills / लकड़ी काटने के कौशल

Answer: A) Basic computer skills / बुनियादी कंप्यूटर कौशल

## Know Yourself

6. Which of the following is not a part of one's personality?

निम्नलिखित में से कौन सा किसी की व्यक्तिगतता का हिस्सा नहीं है?

A) Strengths / ताकत

B) Weaknesses / कमजोरियाँ

C) Beliefs / विश्वास

D) Skin colour / त्वचा का रंग

Answer: D) Skin colour / त्वचा का रंग

7.Things that one is good at doing are \_\_\_.

वह चीजें जिनमें कोई अच्छा होता है, \_\_ हैं।

A) Concerns / चिंताएँ

B) Interests / रुचियाँ

C) Abilities / क्षमताएँ

D) Passion / जुनून

Answer: C) Abilities / क्षमताएँ

8.Inability to do something well is one's \_\_\_.

कुछ अच्छे से न कर पाने की असमर्थता किसी की \_\_ होती है।

A) Weakness / कमजोरी

B) Aspiration / आकांक्षा

C) Strength / ताकत

D) Value / मूल्य

Answer: A) Weakness / कमजोरी

9.Meena likes to learn music in her free time. It is one of her \_\_\_ to improve.

मीना को अपने फुर्सत के समय में संगीत सीखना पसंद है। यह उसकी \_\_ में सुधार करने में से एक है।

A) Logics / तर्क

B) Interests / रुचियाँ

C) Value / मूल्य

D) Weakness / कमजोरी

Answer: B) Interests / रुचियाँ

10. Bijo is not good at MS Excel. With his hard work, he learns to overcome weaknesses and turn them into a \_\_. बिजो को MS Excel में अच्छा नहीं लगता। अपने मेहनत के साथ, वह कमजोरियों को पार करना और उन्हें \_\_ में बदलना सीखता है।

- A) Belief / विश्वास
- B) Value / मूल्य
- C) Leader / नेता
- D) Strength / ताकत

Answer: D) Strength / ताकत

## Behaviour and Attitude

11. The way we interact, manage, and deal with our external environment is known as \_\_ skills. हम जिस तरीके से बातचीत करते हैं, प्रबंधित करते हैं, और अपने बाहरी वातावरण के साथ निपटते हैं, उसे \_\_ कौशल कहा जाता है।

- A) Behavioural / व्यवहारिक
- B) Technical / तकनीकी
- C) Musical / संगीत
- D) Teaching / शिक्षण

Answer: A) Behavioural / व्यवहारिक

12. \_\_ is one of the behavioural skills that is required to organize work efficiently and complete it on time.

\_\_ एक ऐसा व्यवहारिक कौशल है जो काम को कुशलता से व्यवस्थित करने और समय पर पूरा करने के लिए आवश्यक है।

- A) Painting / चित्रकारी
- B) Cooking / खाना बनाना
- C) Time Management / समय प्रबंधन
- D) Dancing / नृत्य

Answer: C) Time Management / समय प्रबंधन

13. The way we manage/solve the problem is called \_\_\_.

हम जिस तरीके से समस्या का प्रबंधन/समाधान करते हैं, उसे \_\_\_ कहा जाता है।

- A) Positive attitude / सकारात्मक दृष्टिकोण
- B) Conflict resolution / संघर्ष समाधान
- C) Negative attitude / नकारात्मक दृष्टिकोण
- D) Passion / जुनून

Answer: B) Conflict resolution / संघर्ष समाधान

14. Rehana faced a problem with her project. She is dealing with a problem with the right attitude. This is an example of \_\_\_. रेहाना को अपने प्रोजेक्ट के साथ एक समस्या का सामना करना पड़ा। वह समस्या को सही दृष्टिकोण के साथ निपटा रही है। यह \_\_\_ का उदाहरण है।

- A) Negative attitude / नकारात्मक दृष्टिकोण
- B) Technical skill / तकनीकी कौशल
- C) Scientific skill / वैज्ञानिक कौशल
- D) Positive attitude / सकारात्मक दृष्टिकोण

Answer: D) Positive attitude / सकारात्मक दृष्टिकोण

15. Alpan does yoga in the morning. He follows YouTube classes to motivate himself. This is an example of \_\_\_.

अल्पन सुबह योग करता है। वह खुद को प्रेरित करने के लिए YouTube क्लासेस का पालन करता है। यह \_\_\_ का उदाहरण है।

- A) Self-motivation / आत्म-प्रेरणा
- B) Time Management / समय प्रबंधन
- C) Decision-Making / निर्णय लेना
- D) Problem-Solving / समस्या-समाधान

Answer: A) Self-motivation / आत्म-प्रेरणा

## Critical Thinking & Decision Making

**Solution and Explanation on  
You Tube Channel**



16. \_\_\_ is a way of thinking to solve a problem. /

\_\_\_ एक समस्या को सुलझाने के लिए सोचने का तरीका है।

- A) Critical thinking / महत्वपूर्ण सोच
- B) Self-confidence / आत्म-विश्वास
- C) Negative attitude / नकारात्मक दृष्टिकोण
- D) Time Management / समय प्रबंधन

Answer: A) Critical thinking / महत्वपूर्ण सोच

17. Choosing between two or more options is known as \_\_\_ process.

दो या अधिक विकल्पों में से चयन करने को \_\_\_ प्रक्रिया कहा जाता है।

- A) Manufacturing / निर्माण
- B) Decision-making / निर्णय-निर्माण
- C) Scientific / वैज्ञानिक
- D) Technical / तकनीकी

Answer: B) Decision-making / निर्णय-निर्माण

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

निम्नलिखित में से कौन सा निर्णय-निर्माण का हिस्सा नहीं है?

- A) Identify problem / समस्या की पहचान
- B) Generate options / विकल्प उत्पन्न करना
- C) Implement decision / निर्णय लागू करना
- D) Performance / प्रदर्शन

Answer: D) Performance / प्रदर्शन

19. Manu thinks about a problem well before making any decision. This is an example of \_\_\_.

मनु किसी भी निर्णय लेने से पहले समस्या के बारे में अच्छी तरह से सोचता है। यह \_\_\_ का उदाहरण है।

- A) Self-motivation / आत्म-प्रेरणा
- B) Critical thinking / महत्वपूर्ण सोच
- C) Time Management / समय प्रबंधन
- D) Logical thinking / तार्किक सोच

Answer: B) Critical thinking / महत्वपूर्ण सोच

20. Revathi got a job offer out of town. She decided to refuse the offer after listing the pros and cons. She followed the \_\_\_ process.

रिवती को शहर के बाहर नौकरी का प्रस्ताव मिला। उसने लाभ और हानियों को सूचीबद्ध करने के बाद प्रस्ताव को अस्वीकार करने का निर्णय लिया। उसने \_\_\_ प्रक्रिया का पालन किया।

- A) Decision-making / निर्णय-निर्माण
- B) Positive attitude / सकारात्मक दृष्टिकोण
- C) Conflict resolution / संघर्ष समाधान
- D) Negative attitude / नकारात्मक दृष्टिकोण

Answer: A) Decision-making / निर्णय-निर्माण

## Time Management in the Workplace

21. What are the advantages of time management? / समय प्रबंधन के लाभ क्या हैं?

- A) Complete tasks on time / समय पर कार्य पूरा करना
- B) Achieve daily goals / दैनिक लक्ष्यों को प्राप्त करना
- C) Reduce stress / तनाव कम करना
- D) All of these / इन सभी

Answer: D) All of these / इन सभी

**Solution and Explanation on  
You Tube Channel**



22. Good time management helps in improving \_\_ at work. / अच्छा समय प्रबंधन कार्यस्थल पर \_\_ को सुधारने में मदद करता है।

- A) Weakness / कमजोरी
- B) Performance / प्रदर्शन
- C) Stress / तनाव
- D) Pressure / दबाव

Answer: B) Performance / प्रदर्शन

23. The time blocked for work is called a \_\_ technique.

काम के लिए ब्लॉक किया गया समय \_\_ तकनीक कहलाता है।

- A) Doro / डोरो
- B) Pomo / पोमो
- C) Pomodoro / पमोडोरो
- D) Domo / डोमो

Answer: C) Pomodoro / पमोडोरो

24. Rahim learns MS Office during his lunch break. This is an example of \_\_.

रहीम अपने लंच ब्रेक के दौरान MS Office सीखता है। यह \_\_ का उदाहरण है।

- A) Time Management / समय प्रबंधन
- B) Over thinking / अधिक सोच
- C) Online job / ऑनलाइन नौकरी
- D) Logical thinking / तार्किक सोच

Answer: A) Time Management / समय प्रबंधन

25. Bhanu creates a 25-minute task planner and never gets distracted during the blocked time. Which method does she follow?

भानु एक 25-मिनट का कार्य योजनाकार बनाती है और ब्लॉक किए गए समय के दौरान कभी भी विचलित नहीं होती। वह कौन सी विधि का पालन करती है?

- A) Pomodoro / पमोडोरो
- B) Timing / समय निर्धारण
- C) Block time / समय ब्लॉक करना
- D) Calendar / कैलेंडर

Answer: A) Pomodoro / पमोडोरो

### Problem Solving

26. Finding a solution to any problem is known as \_\_ skill.

किसी भी समस्या का समाधान ढूँढना \_\_ कौशल के रूप में जाना जाता है।

- A) Over thinking / अत्यधिक सोच
- B) Critical thinking / महत्वपूर्ण सोच
- C) Decision-making / निर्णय-निर्माण
- D) Problem solving / समस्या-समाधान

Answer: D) Problem solving / समस्या-समाधान

27. Which of the following is not a step in problem solving?

निम्नलिखित में से कौन सा समस्या-समाधान में एक कदम नहीं है?

- A) Identify the problem / समस्या की पहचान
- B) Divide problem into parts / समस्या को भागों में विभाजित करना
- C) Set timer / टाइमर सेट करना
- D) Find solutions / समाधान ढूँढना

Answer: C) Set timer / टाइमर सेट करना

28.If one can find solutions to problems, one will get better at \_\_\_.

अगर कोई समस्याओं के समाधान ढूँढ सकता है, तो वह \_\_\_ में बेहतर हो जाएगा।

- A) Self-motivation / आत्म-प्रेरणा
- B) Problem-solving / समस्या-समाधान
- C) Career / करियर
- D) Painting / चित्रकारी

Answer: B) Problem-solving / समस्या-समाधान

29.Soni is trying to fix the download problem on the laptop. She did not succeed on the first attempt. What should she do?

सोनी लैपटॉप पर डाउनलोड समस्या को ठीक करने की कोशिश कर रही है। उसने पहले प्रयास में सफलता नहीं प्राप्त की। उसे क्या करना चाहिए?

- A) Try another way / दूसरा तरीका आजमाएँ
- B) Quit the task / कार्य छोड़ दें
- C) Never solve the problem / कभी समस्या का समाधान न करें
- D) Quit the job / नौकरी छोड़ दें

Answer: A) Try another way / दूसरा तरीका आजमाएँ

30.Steve's mother told him that the mixer grinder is not working. What should be his first step to solve the problem?

स्टीव की माँ ने उसे बताया कि मिक्सर ग्राइंडर काम नहीं कर रहा है। समस्या का समाधान करने के लिए उसका पहला कदम क्या होना चाहिए?

- A) Complain / शिकायत करें
- B) Identify the problem / समस्या की पहचान करें
- C) Sell the mixer / मिक्सर बेच दें
- D) Throw it / इसे फेंक दें

Answer: B) Identify the problem / समस्या की पहचान करें

## Module Name – Basic English Skill

### Naming words

1. English is a \_\_ language. / अंग्रेज़ी एक \_\_ भाषा है।

- A) Common / सामान्य
- B) Day / दिन
- C) Night / रात
- D) Evening / शाम

Answer: A) Common / सामान्य

2. Using the Internet is easy if we learn \_\_.

इंटरनेट का उपयोग करना आसान है यदि हम \_\_ सीखें।

- A) Sports / खेल
- B) English / अंग्रेज़ी
- C) Math's / गणित
- D) Science / विज्ञान

Answer: B) English / अंग्रेज़ी

3. We can learn English by \_\_.

हम अंग्रेज़ी \_\_ द्वारा सीख सकते हैं।

- A) Cooking / खाना बनाना
- B) Playing / खेलना
- C) Reading newspaper / समाचार पत्र पढ़ना
- D) None of these / इनमें से कोई नहीं

Answer: C) Reading newspaper / समाचार पत्र पढ़ना

4. Tom tries to read the name boards, advertisements, and posters that are in English. This helps him to \_\_\_.

टॉम नाम की पट्टियाँ, विज्ञापन, और पोस्टर पढ़ने की कोशिश करता है जो अंग्रेज़ी में हैं। इससे उसे \_\_\_ में मदद मिलती है।

- A) Play / खेलना
- B) Friends / दोस्त
- C) See / देखना
- D) Improve his English / अपनी अंग्रेज़ी सुधारना

Answer: D) Improve his English / अपनी अंग्रेज़ी सुधारना

5. When people from different states/countries meet officially, \_\_\_ is the commonly used language to communicate with each other. / जब विभिन्न राज्यों/देशों के लोग आधिकारिक रूप से मिलते हैं, \_\_\_ सामान्यतः एक-दूसरे से संवाद करने के लिए उपयोग की जाने वाली भाषा है।

- A) Latin / लैटिन
- B) English / अंग्रेज़ी
- C) Newspaper / समाचार पत्र
- D) Action / क्रिया

Answer: B) English / अंग्रेज़ी

6. Words that are used to name people, places, animals, and things are \_\_\_.

वे शब्द जो लोगों, स्थानों, जानवरों, और चीज़ों के नाम रखने के लिए उपयोग किए जाते हैं, \_\_\_ हैं।

- A) Person / व्यक्ति
- B) Table / टेबल
- C) Naming words / नाम देने वाले शब्द
- D) Key / कुंजी

Answer: C) Naming words / नाम देने वाले शब्द

7. Naming words are also called \_\_\_.

नाम देने वाले शब्दों को \_\_\_ भी कहा जाता है।

A) Nouns / संज्ञाएँ

B) Verbs / क्रियाएँ

C) Action / क्रिया

D) Pronouns / सर्वनाम

Answer: A) Nouns / संज्ञाएँ

8. Bats fly during the night. In this sentence the word Bat is \_\_\_.

बट रात के दौरान उड़ते हैं। इस वाक्य में शब्द बट \_\_\_ है।

A) A boring word / एक उबाऊ शब्द

B) An action word / एक क्रियात्मक शब्द

C) A cool word / एक शानदार शब्द

D) A Naming Word / एक नाम देने वाला शब्द

Answer: D) A Naming Word / एक नाम देने वाला शब्द

9. Ram was asked to measure his cupboard. It was 4 feet tall. Here feet mean \_\_\_.

राम से उसके अलमारी को मापने के लिए कहा गया। यह 4 फीट ऊँचा था। यहाँ फीट का मतलब \_\_\_ है।

A) Taste / स्वाद

B) Hand / हाथ

C) Leg / पैर

D) Measurement / माप

Answer: D) Measurement / माप

10. John was traveling by bus to his village. He noted the names of places that he could see on his journey. What are these words called as?

जॉन बस द्वारा अपने गाँव की यात्रा कर रहा था। उसने यात्रा के दौरान देखे गए स्थानों के नाम नोट किए। इन शब्दों को क्या कहा जाता है?

- A) Naming words / नाम देने वाले शब्द
- B) His / उसका
- C) That / वह
- D) See / देखना

Answer: A) Naming words / नाम देने वाले शब्द

## Naming words Singular and Plural

11. "Cats" is an example of \_\_ word.

"Cats" एक \_\_ शब्द का उदाहरण है।

- A) Words / शब्द
- B) Plural / बहुवचन
- C) Singular / एकवचन
- D) Opposite / विपरीत

Answer: B) Plural / बहुवचन

12. Singular naming words are used when \_\_ person, place, or thing is present.

एकवचन नाम देने वाले शब्दों का उपयोग तब किया जाता है जब \_\_ व्यक्ति, स्थान, या वस्तु उपस्थित होती है।

- A) Many / कई
- B) Few / कुछ
- C) One / एक
- D) None of these / इनमें से कोई नहीं

Answer: C) One / एक

13. The plural form of "child" is \_\_\_.

"Child" का बहुवचन रूप \_\_\_ है।

A) Person / व्यक्ति

B) Infant / शिशु

C) Kid / बच्चा

D) Children / बच्चे

Answer: D) Children / बच्चे

14. A child was working in the computer lab which had many computers. The word "computers" is in the \_\_\_ form.

एक बच्चा कंप्यूटर लैब में काम कर रहा था जिसमें कई कंप्यूटर थे। शब्द "computers" \_\_\_ रूप में है।

A) Less / कम

B) Plural / बहुवचन

C) Minimum / न्यूनतम

D) Maximum / अधिकतम

Answer: B) Plural / बहुवचन

15. Vinay visited the dentist because he was suffering from toothache. Dentist treats our teeth problems. In this sentence, which is the plural word?

विनय ने दांत दर्द से परेशान होने के कारण दंत चिकित्सक से संपर्क किया। दंत चिकित्सक हमारे दांतों की समस्याओं का इलाज करता है। इस वाक्य में, कौन सा बहुवचन शब्द है?

A) Teeth / दांत

B) Tooth / दांत

C) Vinay / विनय

D) Dentist / दंत चिकित्सक

Answer: A) Teeth / दांत

## Pronouns

16. Pronouns (e.g., he, she, her) can be used in place of \_\_\_.

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

Answer: D) Naming words

17. "They" is used when we want to refer to \_\_\_.

- A) He
- B) She
- C) Many people
- D) Our

Answer: C) Many people

18. The pronoun "I" is used for \_\_\_.

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

Answer: B) Myself

19. Ramesh is working in Chennai. \_\_\_ likes the office environment.

- A) He
- B) It
- C) That
- D) What

Answer: A) He

20. Sita and I are friends. \_\_\_ stays in Gandhi Bazar.

- A) What
- B) She
- C) A
- D) And

Answer: B) She

### Action Words

21. Action words are also called \_\_\_.

- A) Center
- B) Are
- C) Verbs
- D) Is

Answer: C) Verbs

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

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

Answer: D) Naming words

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

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

Answer: B) Past

24. "It is going to be a sunny day tomorrow." The action in this sentence is in \_\_\_\_\_ tense.

- A) Future
- B) Past
- C) Date
- D) Day

Answer: A) Future

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

- A) Bus
- B) Travels
- C) School
- D) Arun

Answer: B) Travels

### **Describing Objects, Surroundings and Processes**

26. Adjectives are \_\_\_\_ words.

- A) Sound
- B) Finish
- C) Describing
- D) Neutral

Answer: C) Describing

27. Describing words add more information to the \_\_\_.

A) Naming words

B) Bad

C) Sad

D) Numbers

Answer: A) Naming words

28. It is a \_\_\_ knife. Fill in the correct adjective.

A) This

B) Sharp

C) And

D) There

Answer: B) Sharp

29. "The sea is blue". In this sentence \_\_\_ is an adjective.

A) Sea

B) The

C) Is

D) Blue

Answer: D) Blue

30. "Arjun filled water into a large pot". In this sentence, the describing word is \_\_\_.

A) Large

B) Arjun

C) Water

D) Into

Answer: A) Large

## Introduction to Punctuation

31. The punctuation in a sentence makes the meaning \_\_\_ to understand.

- A) Ambiguous
- B) Unclear
- C) Think
- D) Clear

Answer: D) Clear

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

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

Answer: A) Capital

33. Comma is used to show a \_\_\_ within the sentence.

- A) Full stop
- B) Pair
- C) Break
- D) Capital letter

Answer: C) Break

34. Sita wanted to ask Nina about her summer plan. Choose the correct answer.

- A) Nina is your plan.
- B) Nina, what is your summer plan?
- C) What Nina asked?
- D) None of these

Answer: B) Nina, what is your summer plan?

35. Add comma wherever it is necessary. After the meeting we will go out.

- A) After, the meeting, we will go out.
- B) After the meeting, we will go out.
- C) After the, meeting we will go, out.
- D) After the meeting we will go out.

Answer: B) After the meeting, we will go out.

## Kinds of Sentences Introduction

36. Sentences are \_\_ group of words with complete meaning.

- A) Verbs
- B) Nouns
- C) Letters
- D) A

Answer: D) A

37. A declarative sentence tells us some information or explanation. It ends with \_\_.

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

Answer: C) Full stop (.)

38. An exclamatory sentence ends with the \_\_.

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

Answer: D) Exclamatory mark (!)

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

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

Answer: B) Exclamatory (!)

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

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

Answer: A) Declarative (.)

### Writing Simple Sentences

41. Every complete sentence has \_\_.

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

Answer: C) 3 parts

42. The \_\_ is what or whom a sentence is about.

- A) Subject
- B) Predicate
- C) Object
- D) Verb

Answer: A) Subject

43. The correct order for a sentence is \_\_\_.

- A) Subject, Verb, Object
- B) Subject, Verb
- C) Verb, Object, Subject
- D) Verb, Verb, Subject

Answer: A) Subject, Verb, Object

44. Radha has learnt how to write a sentence. Which is the subject in this sentence?

- A) Learnt
- B) How
- C) Sentence
- D) Radha

Answer: D) Radha

45. Choose the correct sentence.

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

Answer: B) The cat runs on the road.

## Reading Activity

46.The most effective way to get information is by \_\_\_.

जानकारी प्राप्त करने का सबसे प्रभावी तरीका \_\_\_ है।

- A) Writing / लेखन
- B) Talking / बातचीत
- C) Reading / पढ़ना
- D) Activity / गतिविधि

Answer: C) Reading / पढ़ना

47.A poster presents information by using \_\_\_.

एक पोस्टर जानकारी प्रस्तुत करने के लिए \_\_\_ का उपयोग करता है।

- A) Novel / उपन्यास
- B) Story / कहानी
- C) Images and colours / चित्र और रंग
- D) Exercise for practice / अभ्यास के लिए व्यायाम

Answer: C) Images and colours / चित्र और रंग

48.Symbols give us information through \_\_\_.

प्रतीक हमें \_\_\_ के माध्यम से जानकारी प्रदान करते हैं।

- A) Colours / रंग
- B) Images / चित्र
- C) Words / शब्द
- D) Posters / पोस्टर

Answer: B) Images / चित्र

49. Yash bought a bag which had a recycle symbol. What should he do when the bag is old?

यश ने एक बैग खरीदी जिसमें एक रीसायकल प्रतीक था। जब बैग पुराना हो जाए तो उसे क्या करना चाहिए?

- A) Burn / जलाना
- B) Throw it in the river / नदी में फेंकना
- C) Put it in soil / मिट्टी में डालना
- D) Dispose of it in recyclable items / इसे पुनः उपयोग की वस्तुओं में फेंकना

Answer: D) Dispose of it in recyclable items / इसे पुनः उपयोग की वस्तुओं में फेंकना

50. Raj was driving towards Mysore. On the way he found a few arrows marked next to Mysore on the board. What does it suggest?

राज मैसूर की ओर ड्राइव कर रहा था। रास्ते में उसने बोर्ड पर मैसूर के पास कुछ तीर चिह्नित देखे। यह क्या सुझाव देता है?

- A) Direction / दिशा
- B) Map / मानचित्र
- C) Way / रास्ता
- D) None of these / इनमें से कोई नहीं

Answer: A) Direction / दिशा

## Speaking

51. People can hear the emotions and see our facial expression when we \_\_\_.

लोग हमारे भावनाओं को सुन सकते हैं और हमारे चेहरे की अभिव्यक्ति देख सकते हैं जब हम \_\_\_।

A) Speak / बोलते हैं

B) Listen / सुनते हैं

C) Taste / चखते हैं

D) See / देखते हैं

Answer: A) Speak / बोलते हैं

52. \_\_\_ contact with the people we are speaking helps us to communicate confidently.

हमारे बोलने के दौरान लोगों के साथ \_\_\_ संपर्क हमें आत्मविश्वास के साथ संवाद करने में मदद करता है।

A) Nose / नाक

B) Eye / आंख

C) Ear / कान

D) Skin / त्वचा

Answer: B) Eye / आंख

53. Emotions can be expressed through your \_\_\_.

भावनाओं को आपके \_\_\_ के माध्यम से व्यक्त किया जा सकता है।

A) Height / ऊंचाई

B) Weight / वजन

C) Voice / आवाज

D) Situation / स्थिति

Answer: C) Voice / आवाज

54.Sudha said, "I feel that these lights are too bright." What is she communicating?

सुधा ने कहा, "मुझे लगता है कि ये लाइटें बहुत चमकदार हैं।" वह क्या संप्रेषित कर रही है?

A) Question / सवाल

B) Answer / उत्तर

C) Idiom / मुहावरा

D) Opinion Phrase / राय वाक्यांश

Answer: D) Opinion Phrase / राय वाक्यांश

55.John does not agree with his coworker about a task. How should he communicate his disagreement?

जॉन अपने सहकर्मी के साथ किसी कार्य पर सहमत नहीं हैं। उन्हें अपनी असहमति कैसे व्यक्त करनी चाहिए?

A) You don't know anything. / तुम कुछ नहीं जानते।

B) I respectfully disagree with what you are saying. / मैं आपके कहने के साथ विनम्रता से असहमत हूँ।

C) You are wrong! / तुम गलत हो!

D) I will just do it my way. / मैं इसे अपनी तरह से करूँगा।

Answer: B) I respectfully disagree with what you are saying. / मैं आपके कहने के साथ विनम्रता से असहमत हूँ।

## Listening

56. Effective communication is to both \_\_\_.

प्रभावी संवाद \_\_\_ दोनों को है।

- A) Speak and listen well / अच्छी तरह से बोलना और सुनना
- B) Speak well / अच्छी तरह से बोलना
- C) See well / अच्छी तरह से देखना
- D) Learn well / अच्छी तरह से सीखना

Answer: A) Speak and listen well / अच्छी तरह से बोलना और सुनना

57. We should \_\_\_ instructions in the classroom.

हमें कक्षा में \_\_\_ निर्देशों को सुनना चाहिए।

- A) Learn / सीखना
- B) Listen / सुनना
- C) Work / काम करना
- D) Ignore / नजरअंदाज करना

Answer: B) Listen / सुनना

58. Listening is important to \_\_\_ the information given.

सुनना दी गई जानकारी को \_\_\_ करने के लिए महत्वपूर्ण है।

- A) Forget / भूलना
- B) Overcome / पार करना
- C) Understand / समझना
- D) Disobey / अवज्ञा करना

Answer: C) Understand / समझना

59. Rahul spends 30 minutes every day watching news. He writes down a few sentences about what is said. What is he trying to do?

राहुल हर दिन 30 मिनट समाचार देखता है। वह कहे गए बातों के बारे में कुछ वाक्य लिखता है। वह क्या करने की कोशिश कर रहा है?

- A) Practicing listening / सुनने का अभ्यास
- B) Practicing News / समाचार का अभ्यास
- C) Practicing Movements / आंदोलनों का अभ्यास
- D) None of these / इनमें से कोई नहीं

Answer: A) Practicing listening / सुनने का अभ्यास

60. Teacher Meena advised her students to write down 2 or 3 sentences when she explains the lesson. How does it help the students?

टीचर मीना ने अपने छात्रों को सलाह दी कि जब वह पाठ समझाए तो 2 या 3 वाक्य लिख लें। इससे छात्रों को कैसे मदद मिलती है?

- A) Speak / बोलना
- B) Recollect what she said / वह क्या कहा, उसे याद करना
- C) Write / लिखना
- D) Read / पढ़ना

Answer: B) Recollect what she said / वह क्या कहा, उसे याद करना

## Talking about Likes and Dislikes

61. Things or activities that we enjoy are \_\_\_.

- A) Dislikes
- B) Negative
- C) Both A & B
- D) Likes

Answer: D) Likes

62. Dislikes are things towards which we have \_\_\_.

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

Answer: A) Negative emotion

63. The phrase "I adore" is used to express \_\_\_ of something.

- A) A dislike
- B) A bad feeling
- C) A strong admiration
- D) A poor admiration

Answer: C) A strong admiration

64. Naveen is fond of dogs, but Sheetal hates dogs. In this sentence, who likes dogs?

- A) Sheetal
- B) Naveen
- C) Both A & B
- D) Dog

Answer: B) Naveen

65. Smith! Would you like playing cricket or football this evening? If Smith likes to play both, how will he answer?

- A) Playing any of them
- B) I don't mind
- C) I hate
- D) I want
- E. I won't

Answer: B) I don't mind

### Greetings and Self-Introduction

66. Formal greetings are used in \_\_.

- A) Family
- B) Workplace
- C) House
- D) Friends

Answer: B) Workplace

67. \_\_ greetings are used while speaking to friends and family.

- A) Formal
- B) Due
- C) Informal
- D) No

Answer: C) Informal

68. Which of these is an informal greeting?

- A) Good day
- B) Good morning
- C) Good evening
- D) Hey

Answer: D) Hey

69. Malini is attending her new school today. She introduces herself as \_\_\_\_.

- A) Goodbye
- B) Hello everyone!
- C) What's up guys
- D) Longtime everyone

Answer: B) Hello everyone!

70. Sanju met her cousin Kheerti accidentally in a mall. How should she greet her?

- A) Long time, no see!
- B) What are you doing here?
- C) Thank you!
- D) Take care!

Answer: A) Long time, no see!

## Asking and Responding to Questions

71. When you ask someone something it is \_\_\_. / जब आप किसी से कुछ पूछते हैं तो वह \_\_\_ होता है।

- A) Answer / उत्तर
- B) Blank / रिक्त
- C) Question / प्रश्न
- D) Response / प्रतिक्रिया

Answer: C) Question / प्रश्न

72. Question always ends with a \_\_\_. / प्रश्न हमेशा \_\_\_ से समाप्त होता है।

- A) Comma (,) / अल्पविराम (,)
- B) Question mark (?) / प्रश्नवाचक चिन्ह (?)
- C) Exclamation mark (!) / विस्मयादिबोधक चिन्ह (!)
- D) Full stop (.) / पूर्णविराम (.)

Answer: B) Question mark (?) / प्रश्नवाचक चिन्ह (?)

73. \_\_\_ questions give clear indications of the information the person wants to know. / \_\_\_ प्रश्न स्पष्ट संकेत देते हैं कि व्यक्ति किस जानकारी को जानना चाहता है।

- A) Wh- / Wh-
- B) Yes or No / हाँ या नहीं
- C) No / नहीं
- D) Both B & C / दोनों B और C

Answer: A) Wh- / Wh-

74. Vinutha was questioned whether she has completed her degree in an interview. How should she respond stating that she has completed? / विनुथा से एक साक्षात्कार में पूछा गया कि क्या उसने अपनी डिग्री पूरी की है। उसे कैसे उत्तर देना चाहिए कि उसने पूरी की है?

- A) Yes / हाँ
- B) No / नहीं
- C) Yes, I have completed my degree / हाँ, मैंने अपनी डिग्री पूरी कर ली है
- D) Completed my degree / मेरी डिग्री पूरी कर ली

Answer: C) Yes, I have completed my degree / हाँ, मैंने अपनी डिग्री पूरी कर ली है

75. Tutor asked his student whether he knew how to use Windows. How should the student answer? / शिक्षक ने अपने छात्र से पूछा कि क्या वह विंडोज़ का उपयोग करना जानता है। छात्र को कैसे उत्तर देना चाहिए?

- A) Done / पूरा
- B) Yes, I know how to use Windows / हाँ, मुझे विंडोज़ का उपयोग करना आता है
- C) Yup / हाँ
- D) I will know / मैं जानूंगा

Answer: B) Yes, I know how to use Windows / हाँ, मुझे विंडोज़ का उपयोग करना आता है

### Group Discussion on Simple Topics

76. When two or more people give their thoughts and views on a topic, it is called a \_\_\_. / जब दो या दो से अधिक लोग किसी विषय पर अपने विचार और दृष्टिकोण साझा करते हैं, तो इसे \_\_ कहा जाता है।

- A) Speaking / बोलना
- B) Listening / सुनना
- C) Reading / पढ़ना
- D) Group discussion / समूह चर्चा

Answer: D) Group discussion / समूह चर्चा

77. Group discussion helps us \_\_. / समूह चर्चा हमें \_\_ में मदद करती है।

- A) Learn more / अधिक सीखने
- B) Solve big problems / बड़े समस्याओं को सुलझाने
- C) Create problems / समस्याएँ उत्पन्न करने
- D) Both A & B / दोनों A और B

Answer: D) Both A & B / दोनों A और B

78. Which of these should not be used to express your opinion in a group discussion? / इनमें से कौन सा वाक्य समूह चर्चा में अपनी राय व्यक्त करने के लिए उपयोग नहीं किया जाना चाहिए?

- A) It seems to me that / मुझे ऐसा लगता है कि
- B) Listen to me / मेरी सुनो
- C) In my opinion / मेरी राय में
- D) I don't quite agree / मैं पूरी तरह से सहमत नहीं हूँ

Answer: B) Listen to me / मेरी सुनो

79. Mahesh and his team discussed the steps to be followed to complete the project at the earliest. He was happy with the suggestions given by his teammates and agreed to follow the same. How would he convey it? / महेश और उसकी टीम ने प्रोजेक्ट को जल्दी पूरा करने के लिए पालन की जाने वाली प्रक्रियाओं पर चर्चा की। वह अपनी टीम के सुझावों से खुश था और उन्हें मानने के लिए सहमत था। वह इसे कैसे व्यक्त करेगा?

- A) I agree with your plan of action / मैं आपके कार्य योजना से सहमत हूँ
- B) You must follow what I tell you / आपको जो मैं कहूँ उसका पालन करना चाहिए
- C) Don't come here to talk / यहाँ बात करने के लिए मत आओ
- D) I don't agree with your plan / मैं आपकी योजना से सहमत नहीं हूँ

Answer: A) I agree with your plan of action / मैं आपके कार्य योजना से सहमत हूँ

80. Preparing for a Group Discussion / समूह चर्चा के लिए तैयारी

Rita had to attend a group discussion on behalf of her company. What is she supposed to do before the meeting? / रीता को अपनी कंपनी की ओर से समूह चर्चा में भाग लेना था। बैठक से पहले उसे क्या करना चाहिए?

- A) Attend party / पार्टी में शामिल होना
- B) Attend classes / कक्षाओं में शामिल होना
- C) Be prepared about the topic / विषय के बारे में तैयार रहना
- D) Take leave / छुट्टी लेना

Answer: C) Be prepared about the topic / विषय के बारे में तैयार रहना D) Take leave

Answer: C) Be prepared about the topic

## Telephone Skills

81. A person who makes a call \_\_\_. / एक व्यक्ति जो कॉल करता है \_\_\_।

- A) Keypad / कीपैड
- B) Caller / कॉलर
- C) Phase / चरण
- D) Contacts / संपर्क करता है

Answer: B) Caller / कॉलर

82. Receiver is a person who \_\_\_ the call. / रिसीवर वह व्यक्ति है जो कॉल \_\_\_।

- A) Blocks / ब्लॉक करता है
- B) Dials / डायल करता है
- C) Receives / प्राप्त करता है
- D) Rejects / अस्वीकार करता है

Answer: C) Receives / प्राप्त करता है

83. Phone call has \_\_ phases. / फोन कॉल में \_\_ चरण होते हैं।

- A) End / अंत
- B) Middle / मध्य
- C) Different / विभिन्न
- D) Three / तीन

Answer: D) Three / तीन

84. Bindu receives a call from JJ company promoting a discount sale. She couldn't clearly hear the details. How is she supposed to ask the person to repeat the information? / बिंदु को JJ कंपनी से डिस्काउंट सेल के प्रचार के लिए कॉल आया। वह विवरण स्पष्ट रूप से नहीं सुन पाई। उसे जानकारी दोहराने के लिए व्यक्ति से कैसे पूछना चाहिए?

- A) What is it? / यह क्या है?
- B) Could you please repeat? / क्या आप कृपया दोहरा सकते हैं?
- C) Speak loud / जोर से बोलें
- D) I don't know / मुझे नहीं पता

Answer: B) Could you please repeat? / क्या आप कृपया दोहरा सकते हैं?

85. Harish made a call to the Senior manager in a company. How is he supposed to start the conversation? / हरीश ने कंपनी में सीनियर मैनेजर को कॉल किया। उसे बातचीत की शुरुआत कैसे करनी चाहिए?

- A) Greet the person / व्यक्ति को अभिवादन करें
- B) Purpose of call / कॉल का उद्देश्य
- C) Thank the person / व्यक्ति को धन्यवाद
- D) Goodbye / अलविदा

Answer: A) Greet the person / व्यक्ति को अभिवादन करें

## Reading and Understanding Job descriptions

86. Document which has details of a job is \_\_. / ऐसा दस्तावेज़ जिसमें नौकरी की जानकारी होती है, वह \_\_ है।

- A) Letter / पत्र
- B) Resume / रिज़्यूमे
- C) Job Description / नौकरी का विवरण
- D) Report / रिपोर्ट

Answer: C) Job Description / नौकरी का विवरण

87. Job title is the name of \_\_. / नौकरी का शीर्षक \_\_ का नाम है।

- A) Company name / कंपनी का नाम
- B) Role, you join / भूमिका, जिसे आप जॉइन करते हैं
- C) Company Job / कंपनी की नौकरी
- D) Summary / सारांश

Answer: B) Role, you join / भूमिका, जिसे आप जॉइन करते हैं

88. Location for the job means \_\_. / नौकरी के लिए स्थान का मतलब \_\_ है।

- A) Title / शीर्षक
- B) Description / विवरण
- C) Name / नाम
- D) Place / स्थान

Answer: D) Place / स्थान

89. Ravi read the job description which specified "Familiarity with MS office". What should he know? / रवि ने नौकरी का विवरण पढ़ा जिसमें "MS ऑफिस से परिचितता" निर्दिष्ट थी। उसे क्या जानना चाहिए?

- A) How to write an email / ईमेल कैसे लिखें
- B) How to get certification / प्रमाणपत्र कैसे प्राप्त करें
- C) How to use MS Office / MS ऑफिस का उपयोग कैसे करें
- D) How to study / कैसे पढ़ें

Answer: C) How to use MS Office / MS ऑफिस का उपयोग कैसे करें

90. Shyam and Ram applied for the same job. Shyam read the job description in detail and made note of important details. Who will know more about the company? / श्याम और राम ने एक ही नौकरी के लिए आवेदन किया। श्याम ने नौकरी के विवरण को विस्तार से पढ़ा और महत्वपूर्ण विवरणों को नोट किया। कंपनी के बारे में अधिक किसे पता होगा?

- A) Ram / राम
- B) Shyam / श्याम
- C) Both of them / दोनों
- D) None of them / कोई नहीं

Answer: B) Shyam / श्याम

## Speak and Share Information about Workplace

91. If you work in a large & popular company, what type of information is good to share about the workplace? / अगर आप एक बड़े और प्रसिद्ध कंपनी में काम करते हैं, तो कार्यस्थल के बारे में किस प्रकार की जानकारी साझा करना अच्छा है?

- A) Type of job & Company name / नौकरी का प्रकार और कंपनी का नाम
- B) Name of the workplace alone / केवल कार्यस्थल का नाम
- C) Location / स्थान
- D) None of these / इनमें से कोई नहीं

Answer: A) Type of job & Company name / नौकरी का प्रकार और कंपनी का नाम

92. Which of these is not a positive word about your work? / इनमें से कौन सा शब्द आपके काम के बारे में सकारात्मक नहीं है?

- A) Fun / मजेदार
- B) Exciting / रोमांचक
- C) Boring / उबाऊ
- D) Interesting / दिलचस्प

Answer: C) Boring / उबाऊ

93. A person who works with us is called a \_\_. / एक व्यक्ति जो हमारे साथ काम करता है उसे \_\_ कहा जाता है।

- A) Friend / दोस्त
- B) Coworker / सहकर्मी
- C) Family / परिवार
- D) Relative / रिश्तेदार

Answer: B) Coworker / सहकर्मी

94. Ram is answering an interview question about his previous workplace. He didn't like his teammates. They argued a lot. Should he share this with the interviewer? / राम अपने पिछले कार्यस्थल के बारे में एक साक्षात्कार प्रश्न का उत्तर दे रहा है। उसे अपने सहकर्मियों से पसंद नहीं आया। वे बहुत बहस करते थे। क्या उसे यह साक्षात्कारकर्ता के साथ साझा करना चाहिए?

- A) Yes, he should blame his teammates for all the problems. / हाँ, उसे सभी समस्याओं के लिए अपने सहकर्मियों को दोष देना चाहिए।
- B) No, he should avoid speaking negatively about his teammates. / नहीं, उसे अपने सहकर्मियों के बारे में नकारात्मक रूप से बात करने से बचना चाहिए।
- C) Yes, he should discuss all the arguments in detail. / हाँ, उसे सभी बहसों पर विस्तार से चर्चा करनी चाहिए।
- D) Yes, why not! / हाँ, क्यों नहीं!

Answer: B) No, he should avoid speaking negatively about his teammates. / नहीं, उसे अपने सहकर्मियों के बारे में नकारात्मक रूप से बात करने से बचना चाहिए।

95. Ryan wants to speak to HR about his work. He should specify the name of his job, place of work and \_\_. / रयान अपने काम के बारे में एचआर से बात करना चाहता है। उसे अपनी नौकरी का नाम, कार्यस्थल का स्थान और \_\_ निर्दिष्ट करना चाहिए।

A) Teammates / सहकर्मी

B) Senior name / सीनियर का नाम

C) His needs / उसकी ज़रूरतें

D) Some information about his responsibilities / उसकी जिम्मेदारियों के बारे में कुछ जानकारी

Answer: D) Some information about his responsibilities / उसकी जिम्मेदारियों के बारे में कुछ जानकारी

## Writing Applications & Cover Letters

96. Most of the government job calls will be in \_\_ format. / अधिकांश सरकारी नौकरी के कॉल \_\_ प्रारूप में होंगे।

A) Paper format / कागजी प्रारूप

B) Direct / प्रत्यक्ष

C) Indirect / अप्रत्यक्ष

D) In person / व्यक्तिगत

Answer: A) Paper format / कागजी प्रारूप

97. A introduction letter is a \_\_. / एक परिचय पत्र \_\_ होता है।

A) e-mail / ई-मेल

B) Cover letter / कवर लेटर

C) Letter / पत्र

D) Mail / मेल

Answer: B) Cover letter / कवर लेटर

98. When you are interested in working for a company, you will write a \_\_ letter. / जब आप किसी कंपनी में काम करने में रुचि रखते हैं, तो आप एक \_\_ पत्र लिखेंगे।

- A) Application / आवेदन
- B) Referral / संदर्भ
- C) Leave / अवकाश
- D) Prospecting / संभावनाओं

Answer: A) Application / आवेदन

99. Latha's uncle works at the company where she has applied for a job. He offered to refer her for the position. What type of cover letter should Latha write to increase her chances of being considered for the job? / लता के चाचा उस कंपनी में काम करते हैं जहाँ उसने नौकरी के लिए आवेदन किया है। उन्होंने उसे पद के लिए संदर्भित करने की पेशकश की। लता को नौकरी के लिए विचार किए जाने की संभावना बढ़ाने के लिए किस प्रकार का कवर लेटर लिखना चाहिए?

- A) Referral Cover Letter / संदर्भ कवर लेटर
- B) Letter of interest / रुचि पत्र
- C) Leave letter / अवकाश पत्र
- D) Letter of absence / अनुपस्थिति पत्र

Answer: A) Referral Cover Letter / संदर्भ कवर लेटर

100. Shilpa is applying for a job online. She sends her application by email. What is she supposed to mention in the subject line to make it easy for the employer to find her email? / शिल्पा ऑनलाइन नौकरी के लिए आवेदन कर रही है। उसने अपनी आवेदन ई-मेल द्वारा भेजी है। उसे नियोक्ता के लिए अपनी ई-मेल को ढूँढना आसान बनाने के लिए विषय पंक्ति में क्या उल्लेख करना चाहिए?

- A) Shilpa -Age / शिल्पा - आयु
- B) Shilpa Job Position / शिल्पा नौकरी का पद
- C) Education qualification / शिक्षा योग्यता
- D) Previous experience / पूर्व अनुभव

Answer: B) Shilpa Job Position / शिल्पा नौकरी का पद

## Module Name – Communication Skill

### Importance of Communication

1. We can share our thoughts, ideas, and feelings through \_\_. / हम अपने विचार, विचार और भावनाएँ \_\_ के माध्यम से साझा कर सकते हैं।

- A) Communication / संचार
- B) Reading / पढ़ना
- C) Watching / देखना
- D) Hearing / सुनना

**Answer: A) Communication / संचार**

2. Effective communication needs to be \_\_. / प्रभावी संचार \_\_ होना चाहिए।

- A) Simple / सरल
- B) Clear / स्पष्ट
- C) Complete / पूर्ण
- D) All of these / इनमें से सभी

**Answer: D) All of these / इनमें से सभी**

3. Which among these is a type of communication? / इनमें से कौन सा संचार का प्रकार है?

- A) Verbal / मौखिक
- B) Non-Verbal / अशाब्दिक
- C) Visual / दृश्य
- D) All of these / इनमें से सभी

**Answer: D) All of these / इनमें से सभी**

4. Nitya wanted to discuss an issue with her teammates. What type of communication is it? / नित्या अपने सहकर्मियों के साथ एक मुद्दे पर चर्चा करना चाहती थी। यह किस प्रकार का संचार है?

- A) Written / लिखित
- B) Verbal / मौखिक
- C) Image / चित्र
- D) Video / वीडियो

**Answer: B) Verbal / मौखिक**

5. The way we sit, our facial expression, and body language show \_\_\_ communication. / जिस तरह से हम बैठते हैं, हमारा चेहरा का भाव और शरीर की भाषा \_\_\_ संचार को दर्शाते हैं।

- A) Non-verbal / अशाब्दिक
- B) Verbal / मौखिक
- C) Informal / अनौपचारिक
- D) Written / लिखित

**Answer: A) Non-verbal / अशाब्दिक**

### Verbal communication: Speaking

6. Verbal communication is the use of \_\_\_. / मौखिक संचार \_\_\_ का उपयोग है।

- A) Sign / संकेत
- B) Words / शब्द
- C) Maths / गणित
- D) Images / चित्र

**Answer: B) Words / शब्द**

**7. Forms of verbal communication \_\_. / मौखिक संचार के रूप \_\_ हैं।**

- A) Writing / लेखन
- B) Speaking / बोलना
- C) Both A & B / दोनों A और B
- D) Dancing / नृत्य

**Answer: C) Both A & B / दोनों A और B**

**8. Outcome of Clear Communication / स्पष्ट संचार का परिणाम**

Clear communication leads to \_\_. / स्पष्ट संचार \_\_ की ओर ले जाता है।

- A) Different work / अलग काम
- B) Opposite work / विपरीत काम
- C) Slow work / धीमा काम
- D) Faster work / तेजी से काम

**Answer: D) Faster work / तेजी से काम**

**9. Seetha is speaking to her customers to understand how to improve her business. What type of communication is this? / सीता अपने ग्राहकों से यह समझने के लिए बात कर रही है कि वह अपने व्यवसाय को कैसे सुधार सकती है। यह किस प्रकार का संचार है?**

- A) Verbal Communication / मौखिक संचार
- B) Non-Verbal Communication / अशाब्दिक संचार
- C) No Communication / कोई संचार नहीं
- D) Written Communication / लिखित संचार

**Answer: A) Verbal Communication / मौखिक संचार**

**10. Raj and Tej talk to each other only on the phone. What type of communication is this? / राज और तेज केवल फोन पर एक-दूसरे से बात करते हैं। यह किस प्रकार का संचार है?**

- A) Sign Communication / संकेत संचार
- B) Non-Verbal Communication / अशाब्दिक संचार
- C) Verbal Communication / मौखिक संचार
- D) Written Communication / लिखित संचार

**Answer: C) Verbal Communication / मौखिक संचार**

### **Verbal communication: Writing**

**11. Letter is a form of \_\_ communication. / पत्र \_\_ संचार का एक रूप है।**

- A) Non-verbal / अशाब्दिक
- B) Spoken / मौखिक
- C) Written / लिखित
- D) Telephone / टेलीफोन

**Answer: C) Written / लिखित**

**12. A formal letter can be used for \_\_ purposes. / एक औपचारिक पत्र \_\_ उद्देश्यों के लिए उपयोग किया जा सकता है।**

- A) Boring / उबाऊ
- B) Official / आधिकारिक
- C) Friendship / दोस्ती
- D) Fighting / लड़ाई

**Answer: B) Official / आधिकारिक**

13. "Reg" in the letter means \_\_. / पत्र में "Reg" का मतलब \_\_ होता है।

- A) Regarding / संबंधित
- B) Subject / विषय
- C) Greetings / अभिवादन
- D) Body / शरीर

**Answer: A) Regarding / संबंधित**

14. Tom received a letter, but it did not have any details of who sent it. The letter was missing the \_\_ address. / टॉम को एक पत्र मिला, लेकिन इसमें भेजने वाले के विवरण का कोई उल्लेख नहीं था। पत्र में \_\_ पता गायब था।

- A) Receiver's / प्राप्तकर्ता का
- B) Sender's / भेजने वाले का
- C) Greetings / अभिवादन
- D) Subject / विषय

**Answer: B) Sender's / भेजने वाले का**

15. Sam wanted to apply for a job. He thought of writing a cover letter to the company. But his friend suggested to attach \_\_ with the cover letter. / सैम ने नौकरी के लिए आवेदन करना चाहा। उसने कंपनी को कवर लेटर लिखने के बारे में सोचा। लेकिन उसके दोस्त ने कवर लेटर के साथ \_\_ अटैच करने का सुझाव दिया।

- A) Brochure / ब्रोशर
- B) Leave / अवकाश
- C) Formal / औपचारिक
- D) Resume / रिज़्यूमे

**Answer: D) Resume / रिज़्यूमे**

## Non-Verbal Communication

16. Which is not a type of non-verbal communication? / इनमें से कौन सा अशाब्दिक संचार का प्रकार नहीं है?

- A) E-mail / ई-मेल
- B) Eye-contact / आंखों का संपर्क
- C) Hand movements / हाथ की हरकतें
- D) Facial expression / चेहरे का भाव

**Answer: A) E-mail / ई-मेल**

17. Shouting shows we are angry. Talking very slowly shows we are tired or sleepy. What part of non-verbal communication helps us understand this? / चिल्लाना दिखाता है कि हम गुस्से में हैं। बहुत धीरे-धीरे बोलना दिखाता है कि हम थके हुए या नींद में हैं। अशाब्दिक संचार का कौन सा हिस्सा हमें यह समझने में मदद करता है?

- A) Smile / मुस्कान
- B) Hand movements / हाथ की हरकतें
- C) Tone of voice / आवाज़ का स्वर
- D) Eye movements / आंखों की हरकतें

**Answer: C) Tone of voice / आवाज़ का स्वर**

18. Distance between yourself and the other person is called \_\_. / आपके और दूसरे व्यक्ति के बीच की दूरी को \_\_ कहा जाता है।

- A) Spatial distance / स्थानिक दूरी
- B) Relationship / संबंध
- C) Informal / अनौपचारिक
- D) Close / करीबी

**Answer: A) Spatial distance / स्थानिक दूरी**

19. When talking to our co-workers, we should not stand or sit \_\_ to them. / जब हम अपने सहकर्मियों से बात कर रहे हों, तो हमें उनके \_\_ खड़ा या बैठना नहीं चाहिए।

- A) too close / बहुत करीब
- B) opposite / विपरीत
- C) In front of / सामने
- D) next to / बगल में

**Answer: A) too close / बहुत करीब**

20. Cherry is going for an interview. What should she not do? / चेरी एक साक्षात्कार के लिए जा रही है। उसे क्या नहीं करना चाहिए?

- A) Wear formal dress / औपचारिक कपड़े पहनें
- B) Apply too much makeup or perfume / बहुत ज्यादा मेकअप या परफ्यूम लगाना
- C) Take her resume / अपना रिज़्यूमे ले जाना
- D) Wear clean clothes / साफ कपड़े पहनना

**Answer: B) Apply too much makeup or perfume / बहुत ज्यादा मेकअप या परफ्यूम लगाना**

## Practicing Effective Communication

21. You can speak to your friend \_\_. / आप अपने दोस्त से \_\_ बात कर सकते हैं।

- A) Formally / औपचारिक रूप से
- B) Informally / अनौपचारिक रूप से
- C) By reading their mind / उनके दिमाग को पढ़कर
- D) By dancing / नृत्य करके

**Answer: B) Informally / अनौपचारिक रूप से**

**22. Which is not a type of communication? / इनमें से कौन सा संचार का प्रकार नहीं है?**

A) Verbal / मौखिक

B) Non-verbal / अशाब्दिक

C) Written / लिखित

D) Driving / ड्राइविंग

**Answer: D) Driving / ड्राइविंग**

**23. Formal communication is used at \_\_. / औपचारिक संचार का उपयोग \_\_ पर किया जाता है।**

A) Friend / दोस्त

B) House / घर

C) Party / पार्टी

D) Workplace / कार्यस्थल

**Answer: D) Workplace / कार्यस्थल**

**24. Vinod met his new manager at his workplace. He had to \_\_ himself first. / विनोद ने अपने कार्यस्थल पर अपने नए प्रबंधक से मुलाकात की। उसे पहले \_\_ करना पड़ा।**

A) Thank / धन्यवाद

B) Introduce / परिचय

C) Appreciate / सराहना

D) Praise / प्रशंसा

**Answer: B) Introduce / परिचय**

25. Whenever we are communicating, we must be dressed appropriately, maintain our body language and maintain \_\_. / जब भी हम संचार कर रहे होते हैं, हमें उचित रूप से कपड़े पहनने, अपनी बॉडी लैंग्वेज को बनाए रखने और \_\_ बनाए रखने की आवश्यकता होती है।

- A) a very loud volume / बहुत तेज़ आवाज़
- B) make up / मेकअप
- C) eye contact / आंखों का संपर्क
- D) silence / चुप्पी

**Answer: C) eye contact / आंखों का संपर्क**

### Workplace communication: Introduction

26. Exchange of ideas happen through \_\_. / विचारों का आदान-प्रदान \_\_ के माध्यम से होता है।

- A) Communication / संचार
- B) Listening / सुनना
- C) Watching / देखना
- D) Singing / गाना

**Answer: A) Communication / संचार**

27. At workplace, communication must follow the \_\_. / कार्यस्थल पर, संचार को \_\_ का पालन करना चाहिए।

- A) Ideas / विचार
- B) Text / पाठ
- C) 6Cs / 6Cs
- D) Close / करीबी

**Answer: C) 6Cs / 6Cs**

**28. Organizations communicate mainly through \_\_. / संगठन मुख्यतः \_\_ के माध्यम से संचार करते हैं।**

- A) Letters / पत्र
- B) E-mails / ई-मेल
- C) Project / परियोजना
- D) Unfamiliar words / अपरिचित शब्द

**Answer: B) E-mails / ई-मेल**

**29. In a meeting, Surya speaks in Hindi. Some of his team members understand both English & Hindi, while others only know English. What should Surya do? / एक बैठक में, सूर्य हिंदी में बोलते हैं। उनके कुछ टीम के सदस्य अंग्रेजी और हिंदी दोनों समझते हैं, जबकि अन्य केवल अंग्रेजी जानते हैं। सूर्य को क्या करना चाहिए?**

- A) Speak in Hindi / हिंदी में बोलना
- B) Scold people / लोगों को डांटना
- C) Stop talking / बोलना बंद करना
- D) Speak in English / अंग्रेजी में बोलना

**Answer: D) Speak in English / अंग्रेजी में बोलना**

**30. Which communication method should be used to share confidential information and documents in the workplace? / कार्यस्थल पर गोपनीय जानकारी और दस्तावेज़ साझा करने के लिए कौन सा संचार विधि उपयोग की जानी चाहिए?**

- A) WhatsApp / व्हाट्सएप
- B) Email / ई-मेल
- C) Instagram / इंस्टाग्राम
- D) Phone / फोन

**Answer: B) Email / ई-मेल**

## Workplace communication: Introduction

31. Different people work together on the same task is called \_\_. / अलग-अलग लोग एक ही कार्य पर साथ काम करना \_\_ कहा जाता है।

- A) Teamwork / टीमवर्क
- B) Project / परियोजना
- C) Meeting / बैठक
- D) Discussion / चर्चा

**Answer: A) Teamwork / टीमवर्क**

32. The concept of \_\_ best describes the importance of teamwork. / \_\_ का विचार टीमवर्क के महत्व को सबसे अच्छा दर्शाता है।

- A) Unity / एकता
- B) Synergy / सहयोग
- C) Team / टीम
- D) Group / समूह

**Answer: B) Synergy / सहयोग**

33. Sharing will help everyone feel involved and \_\_. / साझा करना सभी को शामिल महसूस करने और \_\_ में मदद करेगा।

- A) Happy / खुश
- B) Sad / दुखी
- C) Motivated / प्रेरित
- D) Close / करीबी

**Answer: C) Motivated / प्रेरित**

**34. Ram, Vinay, and Sandeep are working as a team to finish the geography project. Vinay is sharing his thoughts. What are Vinay and Sandeep supposed to do? / राम, विनय और संदीप एक टीम के रूप में भूगोल परियोजना को पूरा करने के लिए काम कर रहे हैं। विनय अपने विचार साझा कर रहा है। विनय और संदीप को क्या करना चाहिए?**

- A) Listen actively / सक्रिय रूप से सुनना
- B) Play / खेलना
- C) Go around the school / स्कूल के चारों ओर जाना
- D) None of these / इनमें से कोई नहीं

**Answer: A) Listen actively / सक्रिय रूप से सुनना**

**35. Tina and Lyra's team are working together to finish the school painting project. What should both teams do to finish the project? / टीना और लायरा की टीमों स्कूल की पेंटिंग परियोजना को पूरा करने के लिए एक साथ काम कर रही हैं। परियोजना को पूरा करने के लिए दोनों टीमों को क्या करना चाहिए?**

- A) Resist / प्रतिरोध
- B) Share responsibility / जिम्मेदारी साझा करें
- C) Fight / लड़ाई
- D) Argue / बहस

**Answer: B) Share responsibility / जिम्मेदारी साझा करें**

## Managing Conflicts

**36. Argument or disagreement between two groups of people is called \_\_. / दो समूहों के बीच विवाद या असहमति को \_\_ कहा जाता है।**

- A) Teamwork / टीमवर्क
- B) Conflict / संघर्ष
- C) Happiness / खुशी
- D) Fun / मज़ा

**Answer: B) Conflict / संघर्ष**

**37. Conflict usually creates \_\_. / संघर्ष आमतौर पर \_\_ उत्पन्न करता है।**

- A) Negative emotions / नकारात्मक भावनाएँ
- B) Positive emotions / सकारात्मक भावनाएँ
- C) Happy emotions / खुश भावनाएँ
- D) Fight / लड़ाई

**Answer: A) Negative emotions / नकारात्मक भावनाएँ**

**38. Conflict in the workplace affects \_\_. / कार्यस्थल पर संघर्ष \_\_ को प्रभावित करता है।**

- A) Ability to work / काम करने की क्षमता
- B) Salary / वेतन
- C) Environment / वातावरण
- D) Weather / मौसम

**Answer: A) Ability to work / काम करने की क्षमता**

**39. James had to meet his team members Suraj, Reena, and Nagma on Friday.**

**James called Suraj and Reena but did not inform Nagma. This is an example of \_\_. /**

**जेम्स को शुक्रवार को अपने टीम के सदस्य सूरज, रीना, और नगमा से मिलना था। जेम्स ने सूरज और रीना को बुलाया लेकिन नगमा को सूचित नहीं किया। यह \_\_ का उदाहरण है।**

- A) Poor communication / खराब संचार
- B) Typing error / टाइपिंग त्रुटि
- C) Stress / तनाव
- D) Poor listening / खराब सुनना

**Answer: A) Poor communication / खराब संचार**

**40. Shwetha and Rakshit are coworkers. They are angry with each other because they have not completed a project properly. Which is a good way to resolve such conflicts in the workplace? / श्वेता और रक्षित सहकर्मी हैं। वे एक प्रोजेक्ट को सही तरीके से पूरा नहीं करने के कारण एक-दूसरे से नाराज हैं। कार्यस्थल पर ऐसे संघर्षों को सुलझाने का अच्छा तरीका क्या है?**

- A) Quit the job / नौकरी छोड़ना
- B) Find different ways to solve the problem / समस्या को हल करने के विभिन्न तरीके ढूँढना
- C) Ignore each other / एक-दूसरे को अनदेखा करना
- D) File a police officer complaint / पुलिस में शिकायत दर्ज करना

**Answer: B) Find different ways to solve the problem / समस्या को हल करने के विभिन्न तरीके ढूँढना**

## Handling Criticism

**41. Negative comments made about our action or performance is called \_\_. / हमारे कार्य या प्रदर्शन के बारे में किए गए नकारात्मक टिप्पणियों को \_\_ कहा जाता है।**

- A) Appreciation / प्रशंसा
- B) Congratulations / बधाई
- C) Criticism / आलोचना
- D) Reward / पुरस्कार

**Answer: C) Criticism / आलोचना**

**42. If a person receives harsh, unfair, and very negative criticism, they feel very unhappy. What type of criticism is this? / यदि किसी व्यक्ति को कठोर, अन्यायपूर्ण, और बहुत नकारात्मक आलोचना मिलती है, तो वह बहुत असंतुष्ट महसूस करता है। यह किस प्रकार की आलोचना है?**

- A) Helpful criticism / सहायक आलोचना
- B) Fair Criticism / उचित आलोचना
- C) Unfair criticism / अन्यायपूर्ण आलोचना
- D) Positive criticism / सकारात्मक आलोचना

**Answer: C) Unfair criticism / अन्यायपूर्ण आलोचना**

**43. During criticism we must remain \_\_ and \_\_ to the person. / आलोचना के दौरान हमें \_\_ और \_\_ रहना चाहिए।**

- A) Happy and Joyful / खुश और आनंदित
- B) Calm and listen / शांत और सुनना
- C) Shout and cry / चिल्लाना और रोना
- D) Fight and cry / लड़ाई और रोना

**Answer: B) Calm and listen / शांत और सुनना**

**44. Priya received constructive (helpful) criticism from her manager about her latest project. What should she do? / प्रिय ने अपने प्रबंधक से अपने नवीनतम परियोजना के बारे में रचनात्मक (सहायक) आलोचना प्राप्त की। उसे क्या करना चाहिए?**

- A) Listen / सुनना
- B) Understand / समझना
- C) Thank her manager / अपने प्रबंधक को धन्यवाद कहना
- D) All of these / इनमें से सभी

**Answer: D) All of these / इनमें से सभी**

**45. Kishore's manager gave him positive and negative feedback. Kishore is feeling confused. What should he do next? / किशोर के प्रबंधक ने उसे सकारात्मक और नकारात्मक फीडबैक दिया। किशोर उलझन में है। उसे अगला क्या करना चाहिए?**

- A) Calm down and think / शांत हो जाएं और सोचें
- B) Try to understand the positive points given by his manager / अपने प्रबंधक द्वारा दिए गए सकारात्मक बिंदुओं को समझने की कोशिश करें
- C) Try to understand the negative points given by the manager / प्रबंधक द्वारा दिए गए नकारात्मक बिंदुओं को समझने की कोशिश करें
- D) All of these / इनमें से सभी

**Answer: D) All of these / इनमें से सभी**

## Assessing Your Communication Ability

46. We start communicating when we are \_\_. / हम संचार करना शुरू करते हैं जब हम \_\_ होते हैं।

- A) Adults / वयस्क
- B) Parents / माता-पिता
- C) Children / बच्चे
- D) Old / बुजुर्ग

**Answer: C) Children / बच्चे**

47. Rita talks to her customers but is unable to understand what they say. What should she do? / रीटा अपने ग्राहकों से बात करती है लेकिन समझ नहीं पाती कि वे क्या कहते हैं। उसे क्या करना चाहिए?

- A) Improve her listening skills / अपनी सुनने की क्षमताओं को सुधारे
- B) Stop talking to them / उनसे बात करना बंद कर दें
- C) Fight with customers / ग्राहकों से झगड़ें
- D) Stop her business / अपना व्यवसाय बंद कर दें

**Answer: A) Improve her listening skills / अपनी सुनने की क्षमताओं को सुधारे**

48. You are unable to share your message properly in an email. Which skill should you improve? / आप ईमेल में अपने संदेश को ठीक से साझा नहीं कर पा रहे हैं। आपको किस कौशल को सुधारना चाहिए?

- A) Writing communication / लेखन संचार
- B) Speaking / बोलना
- C) Reading / पढ़ना
- D) Playing / खेलना

**Answer: A) Writing communication / लेखन संचार**

**49. You are scared to communicate with others. What are some ways to solve this problem? / आप दूसरों से बात करने में डरते हैं। इस समस्या को सुलझाने के कुछ तरीके क्या हो सकते हैं?**

- A) Find your strengths about communication / संचार के बारे में अपनी ताकतों को पहचानें
- B) Find your weakness about communication / संचार के बारे में अपनी कमजोरियों को पहचानें
- C) Find ways to improve & learn more about your weakness / सुधारने के तरीके ढूँढ़ें और अपनी कमजोरियों के बारे में अधिक जानें
- D) All of these / इनमें से सभी

**Answer: D) All of these / इनमें से सभी**

**50. How should you respond to constructive feedback from someone? / किसी से रचनात्मक फीडबैक पर आपको कैसे प्रतिक्रिया देनी चाहिए?**

- A) Listen and understand / सुनें और समझें
- B) Argue with the person / व्यक्ति से बहस करें
- C) Feel nervous / घबराएँ
- D) Ignore the feedback / फीडबैक को अनदेखा करें

**Answer: A) Listen and understand / सुनें और समझें**

## **Module Name Essential Digital Skill**

### **Introduction to Digital Skills**

1. If one can use a computer and the internet comfortably, it is called \_\_. / अगर कोई कंप्यूटर और इंटरनेट का आराम से उपयोग कर सकता है, तो इसे \_\_ कहा जाता है।

- A) Sports Literacy / खेल साक्षरता
- B) Digital Literacy / डिजिटल साक्षरता
- C) Cultural Literacy / सांस्कृतिक साक्षरता
- D) Language Literacy / भाषा साक्षरता

**Answer: B) Digital Literacy / डिजिटल साक्षरता**

2. In which of the following tasks do we need digital literacy? / निम्नलिखित में से किस कार्य के लिए हमें डिजिटल साक्षरता की आवश्यकता है?

- A) Finding information online / ऑनलाइन जानकारी ढूँढना
- B) Creating a Resume / रिज़्यूमे बनाना
- C) Communication through emails / ईमेल के माध्यम से संचार
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

3. Which of the following is done without the help of the internet? / निम्नलिखित में से कौन सा कार्य इंटरनेट की मदद के बिना किया जाता है?

- A) Cooking / खाना बनाना
- B) Searching online jobs / ऑनलाइन नौकरियों की खोज
- C) Watching videos / वीडियो देखना
- D) Creating a Digital Resume / डिजिटल रिज़्यूमे बनाना

Answer: A) Cooking / खाना बनाना

4. Krishna is a teacher; he wants to conduct classes online. Which of these devices can he use? / कृष्णा एक शिक्षक हैं; वे ऑनलाइन कक्षाएं लेना चाहते हैं। इनमें से किस डिवाइस का वे उपयोग कर सकते हैं?

- A) Computer / कंप्यूटर
- B) Laptop / लैपटॉप
- C) Tablet / टैबलेट
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

5. Saleem needs to talk about digital skills that are required at work. Which of these tasks needs digital skills? / सलीम को काम में आवश्यक डिजिटल कौशल के बारे में बात करनी है। इनमें से किस कार्य के लिए डिजिटल कौशल की आवश्यकता है?

- A) Communicating through emails and chat / ईमेल और चैट के माध्यम से संचार
- B) Creating and editing documents and worksheets / दस्तावेज़ और वर्कशीट्स बनाना और संपादित करना
- C) Creating and editing worksheets / वर्कशीट्स बनाना और संपादित करना
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

## Basics of Computers

6. Which of the following is not a part of a desktop computer? / निम्नलिखित में से कौन सा डेस्कटॉप कंप्यूटर का हिस्सा नहीं है?

- A) Monitor / मॉनिटर
- B) Antenna / एंटेना
- C) Web Camera / वेब कैमरा
- D) Mouse / माउस

Answer: B) Antenna / एंटेना

7. What does CPU stand for? / CPU का पूरा नाम क्या है?

- A) Cost per unit / प्रति यूनिट लागत
- B) Central power unit / केंद्रीय पावर यूनिट
- C) Central Processing Unit / केंद्रीय प्रसंस्करण इकाई
- D) Cutting power unit / कटिंग पावर यूनिट

Answer: C) Central Processing Unit / केंद्रीय प्रसंस्करण इकाई

8. What is called the brain of a computer? / कंप्यूटर के दिमाग को क्या कहा जाता है?

- A) Web Camera / वेब कैमरा
- B) Trackpad / ट्रैकपैड
- C) Monitor / मॉनिटर
- D) Central Processing Unit / केंद्रीय प्रसंस्करण इकाई

Answer: D) Central Processing Unit / केंद्रीय प्रसंस्करण इकाई

9. Safeena wants to talk to her friend on a video call. Which of the following is necessary for a video call on a desktop computer? / सुफ़ीना अपने दोस्त से वीडियो कॉल पर बात करना चाहती हैं। डेस्कटॉप कंप्यूटर पर वीडियो कॉल के लिए निम्नलिखित में से क्या आवश्यक है?

- A) Trackpad / ट्रैकपैड
- B) Remote / रिमोट
- C) Printer / प्रिंटर
- D) Web Camera / वेब कैमरा

Answer: D) Web Camera / वेब कैमरा

10. Rashmi just bought a new laptop since her computer stopped working. Which part of the laptop does the same function as the mouse? / रश्मि ने अभी एक नया लैपटॉप खरीदा क्योंकि उसका कंप्यूटर काम नहीं कर रहा था। लैपटॉप का कौन सा हिस्सा माउस के समान कार्य करता है?

- A) Trackpad / ट्रैकपैड
- B) Speakers / स्पीकर
- C) Keyboard / कीबोर्ड
- D) Desktop / डेस्कटॉप

Answer: A) Trackpad / ट्रैकपैड

## Exploring a computer

11. While using a desktop computer, where is the power button usually present? / डेस्कटॉप कंप्यूटर का उपयोग करते समय, पावर बटन आमतौर पर कहां होता है?

- A) On the keyboard / कीबोर्ड पर
- B) On the CPU / CPU पर
- C) On the speaker / स्पीकर पर
- D) On the Mouse / माउस पर

Answer: B) On the CPU / CPU पर

12. \_\_\_ is the most used word for switching off a computer. / कंप्यूटर को बंद करने के लिए सबसे सामान्य रूप से प्रयोग किया जाने वाला शब्द \_\_\_ है।

- A) Hang Up / हैंग अप
- B) Switch On / स्विच ऑन
- C) Shut Down / शट डाउन
- D) Power On / पावर ऑन

Answer: C) Shut Down / शट डाउन

13. Which of the following devices can be connected using Bluetooth? / निम्नलिखित में से कौन सा डिवाइस ब्लूटूथ का उपयोग करके कनेक्ट किया जा सकता है?

- A) Mouse / माउस
- B) Earphones / ईयरफ़ोन
- C) Speakers / स्पीकर
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

**14. Sonu wants to connect a device wirelessly to a computer. Which technology can he use? / सोनू एक डिवाइस को वायरलेस तरीके से कंप्यूटर से कनेक्ट करना चाहता है। वह कौन सी तकनीक का उपयोग कर सकता है?**

- A) Bluetooth / ब्लूटूथ
- B) Wire / तार
- C) Switches / स्विच
- D) USB / यूएसबी

**Answer: A) Bluetooth / ब्लूटूथ**

**15. Rajesh does not know how to connect earphones using Bluetooth. What can he do? / राजेश को ब्लूटूथ का उपयोग करके ईयरफ़ोन कनेक्ट करना नहीं आता। वह क्या कर सकता है?**

- A) Use Google search / गूगल सर्च का उपयोग करें
- B) Throw away the earphones / ईयरफ़ोन को फेंक दें
- C) Purchase new earphones / नए ईयरफ़ोन खरीदें
- D) Sell the earphones / ईयरफ़ोन बेच दें

**Answer: A) Use Google search / गूगल सर्च का उपयोग करें**

## Exploring Windows Operating System

**16. \_\_\_ is the software that is put in a computer so that one can use it. / \_\_\_ वह सॉफ़्टवेयर है जो कंप्यूटर में डाला जाता है ताकि उसका उपयोग किया जा सके।**

- A) Operating System / ऑपरेटिंग सिस्टम
- B) Software / सॉफ़्टवेयर
- C) App Store / ऐप स्टोर
- D) Settings / सेटिंग्स

**Answer: A) Operating System / ऑपरेटिंग सिस्टम**

**17. Which of the following is the most common operating system? / निम्नलिखित में से कौन सा सबसे सामान्य ऑपरेटिंग सिस्टम है?**

- A) Printer / प्रिंटर
- B) MS Office / एमएस ऑफिस
- C) Router / राउटर
- D) Windows / विंडोज़

**Answer: D) Windows / विंडोज़**

**18. Full form for OS is \_\_. / OS का पूरा नाम \_\_ है।**

- A) Operating System / ऑपरेटिंग सिस्टम
- B) Opening Screen / ओपनिंग स्क्रीन
- C) Opening Software / ओपनिंग सॉफ्टवेयर
- D) Original System / ओरिजिनल सिस्टम

**Answer: A) Operating System / ऑपरेटिंग सिस्टम**

**19. Riya does not know which version of Windows is installed on her laptop. How can she identify the version? / रिया को नहीं पता कि उसके लैपटॉप पर कौन सा विंडोज़ संस्करण इंस्टॉल है। वह संस्करण कैसे पहचान सकती है?**

- A) By uninstalling the Windows / विंडोज़ को अनइंस्टॉल करके
- B) By looking at the opening screen / ओपनिंग स्क्रीन को देखकर
- C) By shutting down the computer / कंप्यूटर को बंद करके
- D) By reinstalling the Windows / विंडोज़ को फिर से इंस्टॉल करके

**Answer: B) By looking at the opening screen / ओपनिंग स्क्रीन को देखकर**

**20. Nayan wants to search for a file quickly. Which feature can he use? / नयन एक फाइल को जल्दी ढूँढना चाहता है। वह कौन सी सुविधा का उपयोग कर सकता है?**

**A) Click on 'Type here to search' / 'टाइप हियर टू सर्च' पर क्लिक करें**

**B) Play Store / प्ले स्टोर**

**C) Start / स्टार्ट**

**D) Bluetooth / ब्लूटूथ**

**Answer: A) Click on 'Type here to search' / 'टाइप हियर टू सर्च' पर क्लिक करें**

## Creating and Saving Files

**21. On a computer, a file can be created using which of these applications? / कंप्यूटर पर, एक फ़ाइल इन में से किस एप्लिकेशन का उपयोग करके बनाई जा सकती है?**

**A) MS Word / एमएस वर्ड**

**B) MS Excel / एमएस एक्सेल**

**C) MS PowerPoint / एमएस पावरपॉइंट**

**D) All of these / ये सभी**

**Answer: D) All of these / ये सभी**

**22. What is the shortcut key to save a file? / फ़ाइल को सहेजने के लिए शॉर्टकट कुंजी क्या है?**

**A) Ctrl+S / Ctrl+S**

**B) Ctrl+X / Ctrl+X**

**C) Ctrl+V / Ctrl+V**

**D) Ctrl+P / Ctrl+P**

**Answer: A) Ctrl+S / Ctrl+S**

23. What is the shortcut key to copy a file? / फ़ाइल को कॉपी करने के लिए शॉर्टकट कुंजी क्या है?

A) Ctrl+C / Ctrl+C

B) Ctrl+X / Ctrl+X

C) Ctrl+S / Ctrl+S

D) Ctrl+P / Ctrl+P

Answer: A) Ctrl+C / Ctrl+C

24. Nimal wants to transfer files from one location to another on her laptop. Which of the following actions can she take to do so? / निमल अपने लैपटॉप पर एक स्थान से दूसरे स्थान पर फ़ाइलों को स्थानांतरित करना चाहती हैं। वह ऐसा करने के लिए निम्नलिखित में से कौन सी क्रिया कर सकती हैं?

A) Click on power off button / पावर ऑफ बटन पर क्लिक करें

B) Select the file, press Ctrl X to cut and Ctrl V to paste it / फ़ाइल को चुनें, Ctrl X दबाकर काटें और Ctrl V दबाकर चिपकाएँ

C) Click on escape button / एस्केप बटन पर क्लिक करें

D) Click on backspace button / बैकस्पेस बटन पर क्लिक करें

Answer: B) Select the file, press Ctrl X to cut and Ctrl V to paste it / फ़ाइल को चुनें, Ctrl X दबाकर काटें और Ctrl V दबाकर चिपकाएँ

25. Krupa wants to safeguard the information on her system. Which of the following is the correct way to store information safely on a computer? / कुपा अपनी प्रणाली की जानकारी को सुरक्षित रखना चाहती हैं। कंप्यूटर पर जानकारी को सुरक्षित रूप से स्टोर करने का सही तरीका कौन सा है?

A) Set a strong password for your computer. / अपने कंप्यूटर के लिए एक मजबूत पासवर्ड सेट करें।

B) Always close/lock your computer when you are not using it / जब आप इसका उपयोग नहीं कर रहे हों तो हमेशा अपने कंप्यूटर को बंद/लॉक करें

C) Save your files with a clear name. / अपनी फ़ाइलों को स्पष्ट नाम के साथ सहेजें

D) All of these / ये सभी

Answer: D) All of these / ये सभी

## Basics of MS Word

26. Which of these is the shortcut for making the text bold? / इनमें से किस शॉर्टकट का उपयोग करके टेक्स्ट को बोल्ड बनाया जा सकता है?

A) Ctrl+S / Ctrl+S

B) Ctrl+B / Ctrl+B

C) Ctrl+U / Ctrl+U

D) Ctrl+I / Ctrl+I

Answer: B) Ctrl+B / Ctrl+B

27. \_\_\_ is a band that will be at the top of the MS Word screen. / \_\_\_ एक पट्टी है जो MS Word स्क्रीन के शीर्ष पर होती है।

A) Menu Bar / मेनू बार

B) Taskbar / टैस्कबार

C) Space Bar / स्पेस बार

D) Start bar / स्टार्ट बार

Answer: A) Menu Bar / मेनू बार

28. The \_\_ tab helps to change the type of page (portrait or landscape) / \_\_ टैब पेज के प्रकार (पोर्ट्रेट या लैंडस्केप) को बदलने में मदद करता है।

- A) Layout / लेआउट
- B) Insert / इंसर्ट
- C) Design / डिज़ाइन
- D) Review / रिव्यू

Answer: A) Layout / लेआउट

29. Joseph wants to make the letters in the words slant to one side. Which option should he use? / जोसेफ चाहता है कि शब्दों में अक्षर एक ओर झुके हों। उसे कौन सा विकल्प उपयोग करना चाहिए?

- A) Bold / बोल्ड
- B) Italic / इटैलिक
- C) Underline / अंडरलाइन
- D) Numbered List / नंबरड लिस्ट

Answer: B) Italic / इटैलिक

30. Amira wants to underline the title of her document. Which shortcut key should she use? / अमीरा अपने दस्तावेज़ के शीर्षक को अंडरलाइन करना चाहती है। उसे कौन सा शॉर्टकट कुंजी उपयोग करनी चाहिए?

- A) Ctrl+S / Ctrl+S
- B) Ctrl+B / Ctrl+B
- C) Ctrl+U / Ctrl+U
- D) Ctrl+I / Ctrl+I

Answer: C) Ctrl+U / Ctrl+U

## Creating Documents on MS Word

31. In MS Word, you can change the text in the document to look different. This process is called \_\_. / MS Word में, आप दस्तावेज़ में टेक्स्ट को अलग दिखने के लिए बदल सकते हैं। इस प्रक्रिया को \_\_ कहा जाता है।

- A) Printing / प्रिंटिंग
- B) Saving / सहेजना
- C) Deleting / हटाना
- D) Formatting / फॉर्मेटिंग

Answer: D) Formatting / फॉर्मेटिंग

32. What is the shortcut key for Undo? / अंडू के लिए शॉर्टकट कुंजी क्या है?

- A) Ctrl+Z / Ctrl+Z
- B) Ctrl+B / Ctrl+B
- C) Ctrl+U / Ctrl+U
- D) Ctrl+I / Ctrl+I

Answer: A) Ctrl+Z / Ctrl+Z

33. What is the shortcut key for Print? / प्रिंट के लिए शॉर्टकट कुंजी क्या है?

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

Answer: D) Ctrl+P / Ctrl+P

34. Krish made a typing mistake and wants to go back to the previous sentence. Which option should he use? / कृष्ण ने टाइपिंग में गलती की और पिछले वाक्य पर वापस जाना चाहता है। उसे कौन सा विकल्प उपयोग करना चाहिए?

- A) Save / सहेजना
- B) Print / प्रिंट
- C) Undo / अंडू
- D) Cut / कट

Answer: C) Undo / अंडू

35. Paul is saving his Word document for a project. Which layout format should he use for official documents? / पॉल अपने प्रोजेक्ट के लिए अपने Word दस्तावेज़ को सहेज रहा है। आधिकारिक दस्तावेज़ों के लिए उसे कौन सा लेआउट प्रारूप उपयोग करना चाहिए?

- A) Portrait / पोर्ट्रेट
- B) Landscape / लैंडस्केप
- C) Cut / कट
- D) Undo / अंडू

Answer: A) Portrait / पोर्ट्रेट

## Basics of MS Excel

36. \_\_\_ is a tool to organize a large amount of data in an easy and understandable way. / \_\_\_ एक टूल है जो बड़ी मात्रा में डेटा को एक आसान और समझने योग्य तरीके से व्यवस्थित करने के लिए होता है।

- A) Excel / एक्सेल
- B) Chrome / क्रोम
- C) Paint / पेंट
- D) Print / प्रिंट

Answer: A) Excel / एक्सेल

37. Which of the following can be done using Excel? / निम्नलिखित में से कौन सा कार्य Excel का उपयोग करके किया जा सकता है?

- A) Save the document / दस्तावेज़ को सहेजना
- B) Make complicated calculations with numbers / संख्याओं के साथ जटिल गणनाएँ करना
- C) Print the document / दस्तावेज़ को प्रिंट करना
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

38. Each new page in the Excel worksheet is called a \_\_. / Excel वर्कशीट में प्रत्येक नया पृष्ठ \_\_ कहलाता है।

- A) Sheet / शीट
- B) Row / पंक्ति
- C) Column / कॉलम
- D) Cell / सेल

Answer: A) Sheet / शीट

39. Harsha has selected a single line of cells from top to bottom. She has selected a \_\_. / हर्षा ने ऊपर से नीचे तक एकल पंक्ति की कोशिकाओं को चुना है। उसने \_\_ को चुना है।

- A) Page / पृष्ठ
- B) Row / पंक्ति
- C) Column / कॉलम
- D) Cell / सेल

Answer: B) Row / पंक्ति

40. Mohit wants to move from one cell to another. He can do that by using the \_\_ on the keyboard. / मोहित एक सेल से दूसरे सेल में जाना चाहता है। वह इसे कीबोर्ड पर \_\_ का उपयोग करके कर सकता है।

- A) Ctrl+Z / Ctrl+Z
- B) Arrow keys / एरो कीज़
- C) Ctrl+B / Ctrl+B
- D) A1, B1, C1... / A1, B1, C1...

Answer: B) Arrow keys / एरो कीज़

## Simple Functions on MS Excel

41. What happens when we use this function `=SUM (B4:G4)`? / जब हम इस फंक्शन `=SUM (B4:G4)` का उपयोग करते हैं, तो क्या होता है?

- A) The numbers in cells from B4 to G4 are added / B4 से G4 तक की कोशिकाओं में संख्याएँ जोड़ी जाती हैं
- B) The number in B4 is deleted / B4 में संख्या हटा दी जाती है
- C) The number from B4 will be copied / B4 की संख्या को कॉपी किया जाएगा
- D) The number from G4 will be copied / G4 की संख्या को कॉपी किया जाएगा

Answer: A) The numbers in cells from B4 to G4 are added / B4 से G4 तक की कोशिकाओं में संख्याएँ जोड़ी जाती हैं

42. What happens when we use this function `=AVERAGE (B4:G4)`? / जब हम इस फंक्शन `=AVERAGE (B4:G4)` का उपयोग करते हैं, तो क्या होता है?

- A) The average of numbers in cells from B4 to G4 is calculated / B4 से G4 तक की कोशिकाओं में संख्याओं का औसत निकाला जाता है
- B) The number in B4 is deleted / B4 में संख्या हटा दी जाती है
- C) The number from B4 will be copied / B4 की संख्या को कॉपी किया जाएगा
- D) The number from G4 will be copied / G4 की संख्या को कॉपी किया जाएगा

Answer: A) The average of numbers in cells from B4 to G4 is calculated / B4 से G4 तक की कोशिकाओं में संख्याओं का औसत निकाला जाता है

43. Which of the following is the symbol of Autosome? / निम्नलिखित में से कौन सा ऑटोसोम का प्रतीक है?

- A)  $\Sigma / \Sigma$
- B) Z / Z
- C) X / X
- D) Y / Y

Answer: A)  $\Sigma / \Sigma$

44. Vanaja wants to save her Excel workbook. How can she do it? / वणजा अपनी Excel वर्कबुक को सहेजना चाहती हैं। वह ऐसा कैसे कर सकती हैं?

- A) By closing the sheet / शीट को बंद करके
- B) By pressing Ctrl and S on the keyboard / कीबोर्ड पर Ctrl और S दबाकर
- C) By deleting it / इसे हटा कर
- D) By writing it / इसे लिखकर

Answer: B) By pressing Ctrl and S on the keyboard / कीबोर्ड पर Ctrl और S दबाकर

45. Trisha entered a number in E column and row 5. What is the name of that cell? / त्रिशा ने E कॉलम और पंक्ति 5 में एक संख्या दर्ज की। उस सेल का नाम क्या है?

- A) E1 / E1
- B) E / E
- C) E5 / E5
- D) 5 / 5

Answer: C) E5 / E5

## Introduction to the Internet

46. Which of the following are the ways to connect your device to the internet? / निम्नलिखित में से कौन से तरीके आपके डिवाइस को इंटरनेट से कनेक्ट करने के हैं?

- A) Use a mouse / माउस का उपयोग करें
- B) Using a Wi-Fi or mobile data connection / Wi-Fi या मोबाइल डेटा कनेक्शन का उपयोग करके
- C) Use a printer / प्रिंटर का उपयोग करें
- D) Use Bluetooth / ब्लूटूथ का उपयोग करें

Answer: B) Using a Wi-Fi or mobile data connection / Wi-Fi या मोबाइल डेटा कनेक्शन का उपयोग करके

47. Which of the following tasks can be done using the internet? / निम्नलिखित में से कौन से कार्य इंटरनेट का उपयोग करके किए जा सकते हैं?

- A) Finding Information about job openings / नौकरी की रिक्तियों के बारे में जानकारी खोजना
- B) Create a digital resume and forward it to different companies / एक डिजिटल रिज़्यूमे बनाना और इसे विभिन्न कंपनियों को भेजना
- C) Learning new skills / नई क्षमताएँ सीखना
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

48. Top Benefits of Using the Internet / इंटरनेट का उपयोग करने के शीर्ष लाभ

Which of the following are the top benefits of using the internet? / निम्नलिखित में से इंटरनेट का उपयोग करने के शीर्ष लाभ कौन से हैं?

- A) Speed of communication / संचार की गति
- B) Safety / सुरक्षा
- C) Access to information / जानकारी तक पहुंच
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

49. Jerry wants to use a mobile data connection to access the Internet on other devices. To which device can he connect the data? / जेरी अन्य डिवाइस पर इंटरनेट एक्सेस के लिए मोबाइल डेटा कनेक्शन का उपयोग करना चाहता है। वह डेटा को किस डिवाइस से कनेक्ट कर सकता है?

- A) Tablet / टैबलेट
- B) Desktop / डेस्कटॉप
- C) TV / टीवी
- D) Radio / रेडियो

Answer: A) Tablet / टैबलेट

50. Ram wants to use the Wi-Fi connection. What should he do? / राम Wi-Fi कनेक्शन का उपयोग करना चाहता है। उसे क्या करना चाहिए?

A) Connect to a Wi-Fi network he is familiar with / एक ऐसे Wi-Fi नेटवर्क से कनेक्ट करें जिसे वह जानता है

B) Connect to any Wi-Fi network available / किसी भी उपलब्ध Wi-Fi नेटवर्क से कनेक्ट करें

C) Do not connect to any Wi-Fi network that needs a password. It may not be safe. / किसी भी Wi-Fi नेटवर्क से कनेक्ट न करें जो पासवर्ड मांगता हो। यह सुरक्षित नहीं हो सकता।

D) Connect to any Wi-Fi network shared by a stranger. / किसी अजनबी द्वारा साझा किए गए किसी भी Wi-Fi नेटवर्क से कनेक्ट करें।

Answer: A) Connect to a Wi-Fi network he is familiar with / एक ऐसे Wi-Fi नेटवर्क से कनेक्ट करें जिसे वह जानता है

## Using Search Engines

51. \_\_\_ is called the library of the internet. / \_\_\_ को इंटरनेट की लाइब्रेरी कहा जाता है।

A) Software / सॉफ्टवेयर

B) Search Engine / सर्च इंजन

C) Hardware / हार्डवेयर

D) Mouse / माउस

Answer: B) Search Engine / सर्च इंजन

52. We need an \_\_\_ and a search engine to access the information on the web. / वेब पर जानकारी तक पहुंचने के लिए हमें \_\_\_ और एक सर्च इंजन की आवश्यकता होती है।

A) Internet connection / इंटरनेट कनेक्शन

B) Mouse / माउस

C) Data cable / डेटा केबल

D) Keyboard / कीबोर्ड

Answer: A) Internet connection / इंटरनेट कनेक्शन

53. It is very important to use the correct words to tell the search engine what to look for. These are called \_\_. / सर्च इंजन को यह बताने के लिए सही शब्दों का उपयोग करना बहुत महत्वपूर्ण है कि क्या ढूंढना है। इन्हें \_\_ कहा जाता है।

- A) Keywords / कीवर्ड्स
- B) Web page / वेब पेज
- C) Website / वेबसाइट
- D) Internet / इंटरनेट

Answer: A) Keywords / कीवर्ड्स

54. Maya wants to find the capital city for Germany, she can use which of the following search engines to find the information? / माया जर्मनी की राजधानी शहर ढूंढना चाहती है, वह जानकारी प्राप्त करने के लिए निम्नलिखित में से किस सर्च इंजन का उपयोग कर सकती है?

- A) Google / गूगल
- B) Bing / बिंग
- C) Yahoo / याहू
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

55. Jyothi understands that all the information is stored in 'web pages.' What is the role of web pages? / ज्योति समझती है कि सभी जानकारी 'वेब पेजेस' में संग्रहीत होती है। वेब पेजेस की भूमिका क्या है?

- A) 'Web pages' act as a search engine / 'वेब पेजेस' एक सर्च इंजन के रूप में कार्य करते हैं
- B) 'Web pages' act as a library / 'वेब पेजेस' एक लाइब्रेरी के रूप में कार्य करते हैं
- C) 'Web pages' act as internet / 'वेब पेजेस' इंटरनेट के रूप में कार्य करते हैं
- D) None of these / इनमें से कोई नहीं

Answer: B) 'Web pages' act as a library / 'वेब पेजेस' एक लाइब्रेरी के रूप में कार्य करते हैं

## Searching for the right information online

56. Which of the following is a universal ID card?

- A) Bank Credit card
- B) PAN Card
- C) Aadhaar Card
- D) Employer's ID card

Answer: C) Aadhaar Card

57. Which website to use to book the train tickets?

- A) <http://www.india.gov.in/>
- B) <https://myaadhaar.uidai.gov.in>
- C) <http://www.irctc.co.in>
- D) <http://www.igod.gov.in>

Answer: C) <http://www.irctc.co.in>

58. \_\_ website can be used to find information on schemes and initiatives across all sectors, from tourism to employment to agriculture.

- A) <http://www.india.gov.in>
- B) <http://www.swayam.gov.in/>
- C) <http://www.igod.gov.in>
- D) <http://www.education.gov.in/>

Answer: A) <http://www.india.gov.in>

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

- A) <http://www.swayam.gov.in/>
- B) <http://www.igod.gov.in>
- C) <http://www.india.gov.in/>
- D) None of these

Answer: A) <http://www.swayam.gov.in/>

60. Priya wants to apply for her Aadhaar card as it is an important document to be submitted while joining a new job, which of the following government portals will be helpful for her?

- A) <http://www.india.gov.in/>
- B) <https://myaadhaar.uidai.gov.in>
- C) <http://www.swayam.gov.in/>
- D) All of these

Answer: B) <https://myaadhaar.uidai.gov.in>

## Social Media

61. Which of the following is not a social media app? / निम्नलिखित में से कौन सा एक सोशल मीडिया ऐप नहीं है?

- A) Instagram / इंस्टाग्राम
- B) WhatsApp / व्हाट्सएप
- C) LinkedIn / लिंकडइन
- D) Amazon / अमेज़न

Answer: D) Amazon / अमेज़न

62. Which of the following apps is not used for chatting, video calls, and group calls? / निम्नलिखित में से कौन सा ऐप चैटिंग, वीडियो कॉल और ग्रुप कॉल के लिए उपयोग नहीं किया जाता है?

- A) Instagram / इंस्टाग्राम
- B) WhatsApp / व्हाट्सएप
- C) Telegram / टेलीग्राम
- D) None of these / इनमें से कोई नहीं

Answer: D) None of these / इनमें से कोई नहीं

63. \_\_\_ is a profile that can show your education qualifications, your skills, and your experience. / \_\_\_ एक प्रोफ़ाइल है जो आपकी शिक्षा की योग्यताएँ, आपके कौशल, और आपके अनुभव को दिखा सकती है।

- A) Google mail / गूगल मेल
- B) LinkedIn / लिंकडइन
- C) WhatsApp / व्हाट्सएप
- D) Telegram / टेलीग्राम

Answer: B) LinkedIn / लिंकडइन

64. Naina wants to take a few safety measures on social media. What does that refer to? / नैना सोशल मीडिया पर कुछ सुरक्षा उपाय करना चाहती है। इसका क्या तात्पर्य है?

- A) Do not share information with unknown people / अज्ञात लोगों के साथ जानकारी साझा न करें
- B) Do not share personal information / व्यक्तिगत जानकारी साझा न करें
- C) Do not send a rude or mean comment / rude या mean टिप्पणी न भेजें
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

65. Ridhima wants to post something on her social media. What should she do to stay safe on social media? / रिधिमा अपनी सोशल मीडिया पर कुछ पोस्ट करना चाहती है। सोशल मीडिया पर सुरक्षित रहने के लिए उसे क्या करना चाहिए?

- A) Avoid sharing any password / कोई भी पासवर्ड साझा करने से बचें
- B) Avoid sharing address / पता साझा करने से बचें
- C) Avoid sharing locations / स्थान साझा करने से बचें
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

## Social Media for Professional Development

66. Before sharing information on social media, THINK questions to be asked by oneself: / सोशल मीडिया पर जानकारी साझा करने से पहले, स्वयं से पूछे जाने वाले THINK सवाल:

- A) Is it True? / क्या यह सच है?
- B) Is it Necessary? / क्या यह आवश्यक है?
- C) Is it Helpful? / क्या यह सहायक है?
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

67. Which of the following is not an example of using social media and the internet in an impactful and successful way? / निम्नलिखित में से कौन सा सोशल मीडिया और इंटरनेट का प्रभावी और सफल तरीके से उपयोग करने का उदाहरण नहीं है?

- A) Sharing jokes on a particular religion / किसी विशेष धर्म पर चुटकुले साझा करना
- B) Encouraging people to donate money for the social cause / लोगों को सामाजिक कारण के लिए पैसे दान करने के लिए प्रोत्साहित करना
- C) Mentoring and supporting people / लोगों को मार्गदर्शन और समर्थन प्रदान करना
- D) Sharing verified news / सत्यापित समाचार साझा करना

Answer: A) Sharing jokes on a particular religion / किसी विशेष धर्म पर चुटकुले साझा करना

68. \_\_\_ is an organization that uses digital technology to help people in rural India. / \_\_\_ एक संगठन है जो ग्रामीण भारत में लोगों की मदद के लिए डिजिटल तकनीक का उपयोग करता है।

- A) Digital Empowerment (DE) / डिजिटल एंपावरमेंट (DE)
- B) Digital Empowerment Foundation (DEF) / डिजिटल एंपावरमेंट फाउंडेशन (DEF)
- C) Digital Education Foundation (DEF) / डिजिटल एजुकेशन फाउंडेशन (DEF)
- D) Digital Education Fund (DEF) / डिजिटल एजुकेशन फंड (DEF)

Answer: B) Digital Empowerment Foundation (DEF) / डिजिटल एंपावरमेंट फाउंडेशन (DEF)

69. Rama has started using social media. As a responsible user, what are the things she should not do? / रमा ने सोशल मीडिया का उपयोग शुरू कर दिया है। एक जिम्मेदार उपयोगकर्ता के रूप में, उसे क्या नहीं करना चाहिए?

- A) Posting personal information publicly / व्यक्तिगत जानकारी को सार्वजनिक रूप से पोस्ट करना
- B) Connecting with professionals from her field / अपने क्षेत्र के पेशेवरों से जुड़ना
- C) Searching for jobs online / ऑनलाइन नौकरी की खोज करना
- D) Using social media to find the latest information / नवीनतम जानकारी प्राप्त करने के लिए सोशल मीडिया का उपयोग करना

Answer: A) Posting personal information publicly / व्यक्तिगत जानकारी को सार्वजनिक रूप से पोस्ट करना

70. Radha wants to use social media for her professional growth. She could join groups according to her \_\_\_. / राधा अपने पेशेवर विकास के लिए सोशल मीडिया का उपयोग करना चाहती है। वह अपने \_\_\_ के अनुसार समूहों में शामिल हो सकती है।

- A) Mood / मूड
- B) Qualification / योग्यता
- C) Career or subject interests / कैरियर या विषय की रुचियाँ
- D) Age / आयु

Answer: C) Career or subject interests / कैरियर या विषय की रुचियाँ

## Internet Safety

71. Laws related to activities on the internet are called \_\_\_.

- A) Labour laws
- B) Cyber laws
- C) Environment protection laws
- D) Criminal laws

Answer: B) Cyber laws

72. What does SMART tips for internet safety stand for?

- A) Stay Simple Manageable Attractive Reasonable Timely
- B) Stay Safe Don't Meet up Accepting Files Reliable Tell Someone
- C) Stay Simple Meet Up Acceptable Reachable Tell about yourself
- D) None of these

Answer: B) Stay Safe Don't Meet up Accepting Files Reliable Tell Someone

73. \_\_\_ is a tool that blocks unsafe pages when you are using a search engine.

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

Answer: C) Safe search

74. The safe search tool can be switched on and off for any search engine by changing the \_\_\_.

- A) Settings
- B) Web page
- C) Computer/Device
- D) View Mode

Answer: A) Settings

75. Ritika received a message about a bank transaction she did not make. Her friends told her to report it as cybercrime. Which portal can she use to file her complaint?

- A) www.cybercrime.gov.in
- B) www.ccrime.gov.in
- C) www.indiacybercrime.gov.in
- D) www.cybercrimeindia.gov.in

Answer: A) www.cybercrime.gov.in

## Communication using Email

76. Which of the following is the correct Gmail ID? / निम्नलिखित में से कौन सा सही Gmail आईडी है?

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

Answer: B) xyz@gmail.com

77. Which of the following is used to send a copy of an email to another person without the original receiver of the email knowing? / निम्नलिखित में से किसका उपयोग ईमेल की एक प्रति को दूसरे व्यक्ति को भेजने के लिए किया जाता है बिना मूल प्राप्तकर्ता को पता चले?

- A) Attach file / फ़ाइल अटैच करें
- B) Subject / विषय
- C) CC (Carbon Copy) / CC (कार्बन कॉपी)
- D) BCC (Blind Carbon Copy) / BCC (ब्लाइंड कार्बन कॉपी)

Answer: D) BCC (Blind Carbon Copy) / BCC (ब्लाइंड कार्बन कॉपी)

78. While creating a Gmail account, the 'Create an account for myself' option will be chosen to \_\_\_. / Gmail खाता बनाते समय, 'Create an account for me' विकल्प को \_\_\_ के लिए चुना जाएगा।

- A) Create a business account / एक व्यवसायिक खाता बनाएं
- B) Create a personal account / एक व्यक्तिगत खाता बनाएं
- C) Create a company account / एक कंपनी खाता बनाएं
- D) None of these / इनमें से कोई नहीं

Answer: B) Create a personal account / एक व्यक्तिगत खाता बनाएं

79. The \_\_\_ is a few words that quickly tell what the email is about. / \_\_\_ कुछ शब्द होते हैं जो जल्दी से बताते हैं कि ईमेल किस बारे में है।

- A) Compose / Compose
- B) Subject / विषय
- C) Inbox / इनबॉक्स
- D) ID / आईडी

Answer: B) Subject / विषय

80. Checking Received Mail / प्राप्त ईमेल की जांच

Azim has received a new mail from his teacher. Where can he check the mail received? / अजीम को अपने शिक्षक से एक नया मेल प्राप्त हुआ है। वह प्राप्त मेल को कहां देख सकता है?

A) Inbox / इनबॉक्स

B) Sent / सेंड

C) Draft / ड्राफ्ट

D) Compose / Compose

Answer: A) Inbox / इनबॉक्स

## Introduction to mobile Applications

81. A mobile application or App is a software that is made to be used on a \_\_. / एक मोबाइल एप्लिकेशन या ऐप एक सॉफ्टवेयर है जिसे \_\_ पर उपयोग करने के लिए बनाया गया है।

A) Calculator / कैलकुलेटर

B) Washing machine / वाशिंग मशीन

C) Smart device like a smartphone or tablet / स्मार्ट डिवाइस जैसे स्मार्टफोन या टैबलेट

D) All of these / ये सभी

Answer: C) Smart device like a smartphone or tablet / स्मार्ट डिवाइस जैसे स्मार्टफोन या टैबलेट

82. \_\_ are the most convenient way to do something online. / \_\_ ऑनलाइन कुछ करने का सबसे सुविधाजनक तरीका है।

A) Mobile apps / मोबाइल ऐप्स

B) Desktop / डेस्कटॉप

C) Monitor / मॉनीटर

D) Keypad / कीपैड

Answer: A) Mobile apps / मोबाइल ऐप्स

83. Choose the mobile app from the following options. / निम्नलिखित विकल्पों में से मोबाइल ऐप चुनें।

- A) LinkedIn / लिंक्डइन
- B) YouTube / यूट्यूब
- C) Facebook / फेसबुक
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

84. Preeti wants to find a video on pasta recipe. Which of the following mobile apps can she use for the same? / प्रीति पास्ता रेसिपी पर एक वीडियो ढूँढना चाहती है। निम्नलिखित में से किस मोबाइल ऐप का वह उपयोग कर सकती है?

- A) WhatsApp / व्हाट्सएप
- B) Email / ईमेल
- C) YouTube / यूट्यूब
- D) Mobile Banking / मोबाइल बैंकिंग

Answer: C) YouTube / यूट्यूब

85. Kirti attended a guest lecture. How can she utilize her mobile phone to understand the difficult words? / कीर्ति ने एक अतिथि व्याख्यान में भाग लिया। वह कठिन शब्दों को समझने के लिए अपने मोबाइल फोन का कैसे उपयोग कर सकती है?

- A) Shopping app / शॉपिंग ऐप
- B) Use a dictionary app / डिक्शनरी ऐप का उपयोग करें
- C) Grocery app / ग्रॉसरी ऐप
- D) Cosmetics store app / कॉस्मेटिक्स स्टोर ऐप

Answer: B) Use a dictionary app / डिक्शनरी ऐप का उपयोग करें

## Internet of Things (IoT)

86. Which of the following is a smart device? / निम्नलिखित में से कौन सा स्मार्ट डिवाइस है?

- A) Smart Watch / स्मार्ट वॉच
- B) Smart Phone / स्मार्ट फोन
- C) Smart TV / स्मार्ट टीवी
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

87. Alexa is a \_\_ assistant. / एलेक्सा एक \_\_ सहायक है।

- A) Digital voice controlled / डिजिटल वॉयस कंट्रोल
- B) Office Assistant / ऑफिस असिस्टेंट
- C) Home Assistant / होम असिस्टेंट
- D) None of these / इनमें से कोई नहीं

Answer: A) Digital voice controlled / डिजिटल वॉयस कंट्रोल

88. Which of the following tasks can be performed by Alexa? / निम्नलिखित में से कौन सा कार्य एलेक्सा द्वारा किया जा सकता है?

- A) Check the weather / मौसम चेक करें
- B) Call phones / फोन कॉल करें
- C) Play music / संगीत चलाएं
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

89. Which of the following is a voice-controlled digital assistant? / निम्नलिखित में से कौन सा वॉयस-कंट्रोल डिजिटल असिस्टेंट है?

- A) Alexa / एलेक्सा
- B) Siri / सिरी
- C) Google Assistant / गूगल असिस्टेंट
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

90. Komal wants to regularly monitor her body conditions like temperature and heartbeat. Which of the following devices can help her? / कोमल अपनी शारीरिक स्थितियों जैसे तापमान और दिल की धड़कन को नियमित रूप से मॉनिटर करना चाहती है। निम्नलिखित में से कौन सा डिवाइस उसकी मदद कर सकता है?

- A) Mobile Phone / मोबाइल फोन
- B) Calculator / कैलकुलेटर
- C) Siri / सिरी
- D) Smart Watch / स्मार्ट वॉच

Answer: D) Smart Watch / स्मार्ट वॉच

## Using Online Meeting Tools for Interviews

91. For online meetings, you can share \_\_, for the people to join the meeting. / ऑनलाइन मीटिंग्स के लिए, आप \_\_ साझा कर सकते हैं ताकि लोग मीटिंग में शामिल हो सकें।

- A) Personal mobile number / व्यक्तिगत मोबाइल नंबर
- B) Location / स्थान
- C) Email id / ईमेल आईडी
- D) Meeting Link or ID / मीटिंग लिंक या आईडी

Answer: D) Meeting Link or ID / मीटिंग लिंक या आईडी

92. Features in Online Meeting Tools / ऑनलाइन मीटिंग टूल्स में सुविधाएं

Which of the following features is not available in online meeting tools? / निम्नलिखित में से कौन सी सुविधा ऑनलाइन मीटिंग टूल्स में उपलब्ध नहीं है?

- A) Display Participants' contact number / प्रतिभागियों का संपर्क नंबर प्रदर्शित करें
- B) Everyone can speak to each other and hear each other. / सभी एक-दूसरे से बात कर सकते हैं और सुन सकते हैं।
- C) Everyone can turn on the camera on their own devices / सभी अपने-अपने डिवाइस पर कैमरा चालू कर सकते हैं
- D) After the meeting, the online meeting can be closed and ended. / मीटिंग के बाद, ऑनलाइन मीटिंग को बंद और समाप्त किया जा सकता है।

Answer: A) Display Participants' contact number / प्रतिभागियों का संपर्क नंबर प्रदर्शित करें

93. To find the list of Participants in a Zoom meeting, click on the participants option on \_\_ of the screen. / जूम मीटिंग में प्रतिभागियों की सूची ढूंढने के लिए, स्क्रीन के \_\_ पर प्रतिभागियों के विकल्प पर क्लिक करें।

- A) Top / ऊपर
- B) Bottom / नीचे
- C) Left Side / बाएं ओर
- D) Right Side / दाएं ओर

Answer: B) Bottom / नीचे

94. Post-COVID we adopted the virtual world. Meetings that happen online through the internet are called \_\_. / COVID के बाद, हमने वर्चुअल वर्ल्ड को अपनाया। इंटरनेट के माध्यम से ऑनलाइन होने वाली मीटिंग्स को \_\_ कहा जाता है।

- A) Online meeting / ऑनलाइन मीटिंग
- B) Physical Meeting / भौतिक मीटिंग
- C) Offline Meeting / ऑफलाइन मीटिंग
- D) None of these / इनमें से कोई नहीं

Answer: A) Online meeting / ऑनलाइन मीटिंग

95. Meena is using Google Meet for the first time. She can use the same login account details as her \_\_. / मीना पहली बार गूगल मीट का उपयोग कर रही है। वह अपने \_\_ के रूप में वही लॉगिन खाता विवरण उपयोग कर सकती है।

- A) Amazon account / अमेज़न खाता
- B) Bank account / बैंक खाता
- C) Gmail account / जीमेल खाता
- D) Zoho account / ज़ोहो खाता

Answer: C) Gmail account / जीमेल खाता

### Explore popular Sites for Learning and career growth

96. Which of the following websites is helpful to learn new languages for free? / निम्नलिखित में से कौन सा वेबसाइट नई भाषाएं सीखने के लिए मुफ्त में मददगार है?

- A) LinkedIn / लिंकडइन
- B) Duolingo / डुओलिंगो
- C) Codecademy / कोडएकेडमी
- D) All of these / ये सभी

Answer: B) Duolingo / डुओलिंगो

97. Which of the following websites is helpful in learning and career growth? / निम्नलिखित में से कौन सा वेबसाइट सीखने और करियर विकास में सहायक है?

- A) Codecademy / कोडएकेडमी
- B) Khan Academy / खान अकादमी
- C) Coursera / कोर्सरा
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

98. Sam wants to learn computer coding skills for free and his friend has recommended \_\_ website for the same. / सैम मुफ्त में कंप्यूटर कोडिंग कौशल सीखना चाहता है और उसके दोस्त ने इसके लिए \_\_ वेबसाइट की सिफारिश की है।

- A) Duolingo / डुओलिंगो
- B) Khan Academy / खान अकादमी
- C) NPTEL / एनपीटीईएल
- D) Codecademy / कोडएकेडमी

Answer: D) Codecademy / कोडएकेडमी

99. Khan Academy is the most recommended website for \_\_. / खान अकादमी \_\_ के लिए सबसे सिफारिश की गई वेबसाइट है।

- A) Free online material on school subjects like economics, physics, algebra, etc. / स्कूल के विषयों जैसे अर्थशास्त्र, भौतिकी, अल्जेब्रा, आदि पर मुफ्त ऑनलाइन सामग्री
- B) Online meetings / ऑनलाइन मीटिंग्स
- C) Learning a new language for free / मुफ्त में नई भाषा सीखना
- D) Job search / नौकरी की खोज

Answer: A) Free online material on school subjects like economics, physics, algebra, etc. / स्कूल के विषयों जैसे अर्थशास्त्र, भौतिकी, अल्जेब्रा, आदि पर मुफ्त ऑनलाइन सामग्री

100. The internet is the best place to be a \_\_. / इंटरनेट \_\_ बनने के लिए सबसे अच्छा स्थान है।

- A) Lifelong learner / जीवनभर सीखने वाला
- B) Self learner / स्व-शिक्षार्थी
- C) Continuous learner / सतत शिक्षार्थी
- D) All of these / ये सभी

Answer: D) All of these / ये सभी

## Module Name: Financial and Legal Literacy Introduction to Money Management

1. Financial literacy is understanding the way money is \_\_\_. / वित्तीय साक्षरता यह समझने से है कि पैसा \_\_।  
A) saved / बचाया जाता है  
B) spent / खर्च किया जाता है  
C) invested / निवेश किया जाता है  
D) saved, spent & invested / बचाया जाता है, खर्च किया जाता है और निवेश किया जाता है

Answer: D) saved, spent & invested / बचाया जाता है, खर्च किया जाता है और निवेश किया जाता है

2. Costly things that are not essential for our survival are \_\_\_. / महंगी चीजें जो हमारी जीवित रहने के लिए आवश्यक नहीं हैं, \_\_ हैं।

- A) Needs / आवश्यकताएँ
- B) Wants / इच्छाएँ
- C) Luxuries / विलासिताएँ
- D) Savings / बचत

Answer: C) Luxuries / विलासिताएँ

3. Things that are needed for survival are \_\_\_. / चीजें जो जीवित रहने के लिए आवश्यक हैं, \_\_ हैं।

- A) Wants / इच्छाएँ
- B) Needs / आवश्यकताएँ
- C) Savings / बचत
- D) Expenses / खर्च

Answer: B) Needs / आवश्यकताएँ

4. Sunitha earns ten thousand every month. After setting a monthly budget amount, she was able to save Rs. 2000 aside. She will use this money in case of \_\_\_. / सुनीता हर महीने दस हजार कमाती है। मासिक बजट तय करने के बाद, वह 2000 रुपये बचा पाई। वह इस पैसे का उपयोग \_\_ के मामले में करेगी।

- A) emergencies / आपातकाल
- B) party / पार्टी
- C) bills / बिल
- D) travel / यात्रा

Answer: A) emergencies / आपातकाल

5. Gopi spends his salary on movies, groceries, house rent, and clothes. Where can he reduce his expenses to save some money? / गोपी अपनी सैलरी को मूवीज़, ग्रीसरीज़, घर के किराए और कपड़ों पर खर्च करता है। वह कहां अपने खर्चों को कम कर सकता है ताकि कुछ पैसे बचा सके?

- A) Clothes / कपड़े
- B) House rent / घर का किराया
- C) Movies / मूवीज़
- D) Groceries / ग्रीसरीज़

Answer: C) Movies / मूवीज़

## Basics of Banking

6. All financial activity can be done through a \_\_\_. / सभी वित्तीय गतिविधियाँ \_\_\_ के माध्यम से की जा सकती हैं।

- A) Bank / बैंक
- B) School / स्कूल
- C) College / कॉलेज
- D) Workplace / कार्यस्थल

Answer: A) Bank / बैंक

7. Institution licensed by the government to keep money safe is \_\_\_. / सरकार द्वारा पैसे को सुरक्षित रखने के लिए लाइसेंस प्राप्त संस्था है \_\_\_।

- A) Hospital / अस्पताल
- B) Bank / बैंक
- C) Panchayat / पंचायत
- D) Assembly / विधानसभा

Answer: B) Bank / बैंक

8. When a person deposits a fixed sum of money every month, it is \_\_\_ account. / जब कोई व्यक्ति हर महीने एक निश्चित राशि जमा करता है, तो यह \_\_\_ खाता होता है।

- A) Recurring Deposit / आवर्ती जमा
- B) Saving Account / बचत खाता
- C) Current Account / चालू खाता
- D) Fixed Deposit / सावधि जमा

Answer: A) Recurring Deposit / आवर्ती जमा

9. Arya has joined a new company. They want him to open a \_\_\_ account so that they can credit his salary. / आर्या ने एक नई कंपनी जॉइन की है। वे चाहते हैं कि वह \_\_\_ खाता खोले ताकि वे उसकी सैलरी क्रेडिट कर सकें।

- A) Fixed deposit / सावधि जमा
- B) Recurring deposit / आवर्ती जमा
- C) Salary account / सैलरी खाता
- D) Current account / चालू खाता

Answer: D) Current account / चालू खाता

10. Avinash needs to know about his last month's transactions. How can he get these details? / अविनाश को पिछले महीने लेन-देन के बारे में जानना है। वह ये विवरण कैसे प्राप्त कर सकता है?

- A) Passbook / पासबुक
- B) Debit Card / डेबिट कार्ड
- C) Credit card / क्रेडिट कार्ड
- D) Cheque book / चेक बुक

Answer: A) Passbook / पासबुक

## Online Banking and Digital Transactions

11. Online banking is also called \_\_\_.

- A) Home banking
- B) Office banking
- C) Net banking
- D) Self banking

Answer: C) Net banking

12. Financial transactions can happen in \_\_\_.

- A) Loan
- B) Passbook
- C) Cash coupon
- D) Digital Wallet

Answer: D) Digital Wallet

13. Disha wants to repay her loan. How can she do it without going to the bank?

- A) Online transfer
- B) Open bank account
- C) Close account
- D) Withdraw from ATM

Answer: A) Online transfer

14. Indu booked her railway ticket from the website and paid using online banking. What type of transaction is it?

- A) Cash Payment
- B) Digital transactions
- C) Amount
- D) Credit

Answer: B) Digital transactions

15. Ravi went out shopping, but he forgot to carry his wallet. How can he pay for his bills?

- A) Digital wallets
- B) Loan
- C) Credit
- D) Banking

Answer: A) Digital wallets

## Mobile Banking Apps

16. Net banking is done on a computer through a \_\_\_.

- A) Phone
- B) Friend
- C) Cashier
- D) Website

Answer: D) Website

17. On a smartphone, we can do mobile banking through \_\_\_.

- A) Website
- B) Mobile app
- C) IFSC
- D) Bank

Answer: B) Mobile app

18. What can we use net banking for?

- A) Checking bank statement
- B) Transferring funds
- C) Paying bills
- D) All of these

Answer: D) All of these

19. Jaya used her friend's laptop to log into her bank account. What should she do before giving the laptop back?

- A) Close the laptop
- B) Stay logged in
- C) Log out of her bank account
- D) Refresh the page

Answer: C) Log out of her bank account

20. Pragathi downloaded the bank app on her mobile. What should she not share with anyone?

- A) Password
- B) MPIN
- C) OTP
- D) All of these

Answer: D) All of these

## Online Payments

21. Online payment app used on mobile device is \_\_\_.

- A) Digital wallets
- B) Credit
- C) App
- D) Deposits

Answer: A) Digital wallets

22. Which among these is not a digital wallet?

A) Google Pay

B) PayTM

C) BHIM UPI

D) Internet Explorer

Answer: D) Internet Explorer

23. A square-shaped, black and white code that can be scanned with the camera is a  
—.

A) QR code

B) Password

C) Login

D) User ID

Answer: A) QR code

24. On a bank holiday, which of these methods cannot be used by Shahab for money transfer?

A) BHIM app

B) Google Pay

C) Bank deposit

D) Money transfer

Answer: C) Bank deposit

25. Sam opened a new shop. Which of these methods can he use to receive payments into his account?

- A) Money order
- B) QR code
- C) Loan
- D) Bank deposit

Answer: B) QR code

## Salary

26. Regular payment made by the employer to the employee is \_\_\_.

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

Answer: D) Salary

27. Deductions should be paid from the \_\_\_.

- A) Gross salary
- B) Net Salary
- C) Earnings
- D) Basic Salary

Answer: A) Gross salary

28. The government collects \_\_ from the citizens.

- A) Loan
- B) Tax
- C) Deductions
- D) Conveyance

Answer: B) Tax

29. Karthik has joined a new company. His salary is 3 lakh per year. This is his \_\_.

- A) Salary
- B) Approximate
- C) Basic
- D) Net
- E. Gross

Answer: E. Gross

30. Simon's company calculated the income tax and paid on behalf of him. This is called \_\_.

- A) House rent allowance
- B) Interest
- C) TDS
- D) NPS

Answer: C) TDS

## Savings

31. The amount put aside without being spent is \_\_\_.

- A) Savings
- B) Bill
- C) Tax
- D) Deductions

Answer: A) Savings

32. Money put aside for a big expense many years from now is \_\_\_.

- A) Saving
- B) Long term
- C) Goal
- D) Vacation

Answer: B) Long term

33. Which among these is not a good saving habit?

- A) Shopping on websites
- B) Tracking your expenses
- C) Clearing goals
- D) Saving money in bank

Answer: A) Shopping on websites

34. Rajesh wants to save 6000 every year for his old age. How much should he save every month?

- A) 100
- B) 500
- C) 50
- D) 6000

Answer: B) 500

35. Abhi wants to teach his 10-year-old daughter to save money from the pocket money she receives. Which option is the best?

- A) RD account
- B) Loan
- C) Piggy bank
- D) Loan

Answer: C) Piggy bank

## Loans and Insurance

36. Money borrowed from a bank or a person is \_\_\_.

- A) Tax
- B) Gift
- C) Interest
- D) Loan

Answer: D) Loan

37. Loan Repayment

The loan can be repaid in \_\_\_.

- A) Small amount
- B) Full amount
- C) Delayed
- D) Free

Answer: B) Full amount

38. The extra amount we pay for borrowing money is \_\_\_.

- A) Loan
- B) Interest
- C) Hidden charges
- D) Processing charges

Answer: B) Interest

39. Education Loan

Rita wants to complete her higher education from a good university. Which loan should she apply for?

- A) Home loan
- B) Personal loan
- C) Education loan
- D) Auto loan

Answer: C) Education loan

#### 40. Medical Expense Coverage

Priya's mother had to undergo an expensive surgery. She was able to pay for it through her \_\_\_.

- A) Life insurance
- B) Vehicle insurance
- C) Home insurance
- D) Medical insurance

Answer: D) Medical insurance

### Legal Literacy

#### 41. Knowledge and Awareness of Laws

Knowledge and awareness of laws is called \_\_\_.

- A) RTI
- B) Legal literacy
- C) Awareness
- D) Constitution

Answer: B) Legal literacy

#### 42. RTI Meaning

RTI means \_\_\_.

- A) Road transport institute
- B) Right to Insurance
- C) Right to inform
- D) Right to Information

Answer: D) Right to Information

#### 43. Government Complaints Portal

Online portal set up by the government to make any government-related complaints is \_\_\_.

- A) Public grievances portal
- B) Place grievances portal
- C) Public informing portal
- D) Public information portal

Answer: A) Public grievances portal

#### 44. Maternity Leave Entitlement

Sudha just delivered a baby. For how long is she entitled to take maternity leave as an employee?

- A) 2 months
- B) 5 months
- C) 26 weeks
- D) One year

Answer: C) 26 weeks

#### 45. Employment Letter

Paul just got hired and received his employment letter. He is supposed to read it carefully and sign as it is a \_\_\_.

- A) Certificate
- B) Legal binding document
- C) Marks card
- D) Poster

Answer: B) Legal binding document

## Module Name : Diversity and Inclusion

### Gender Stereotypes

#### 1. Physical Body and Sexual Organs

Physical body and the sexual organs that we are born with refers to person's \_\_\_.

- A) Gender
- B) Sex
- C) Age
- D) Biodata

Answer: B) Sex

#### 2. Belief or Idea That May Not Be True

\_\_\_ is a belief/idea which may not be true.

- A) Sex
- B) Gender
- C) Stereotype
- D) Feminine

Answer: C) Stereotype

#### 3. People Born in One Sex, But Identify as Another

People who are born in one sex, but they know that they belong to another sex are \_\_\_.

- A) Transpersons
- B) Stereotypical
- C) Male
- D) Do not exist

Answer: A) Transpersons

#### 4. Example of Stereotype in the Workplace

Even though Roopa is highly efficient at her job, her manager gives most of the field/travel related projects to Ramesh. This can be an example of \_\_\_.

- A) Stereotype
- B) Trust
- C) Angry
- D) Stress

Answer: A) Stereotype

#### 5. Challenging Gender Stereotypes

Azim wants to learn dancing and challenge gender stereotype. It is completely \_\_\_.

- A) Irrelevant
- B) Impossible
- C) Opposite
- D) Okay

Answer: D) Okay

### Understanding Gender Based Discrimination

#### 6. Effect of Discrimination

\_\_\_ can lead to division of people, communities, and families.

- A) Anger
- B) Ego
- C) Discrimination
- D) Gender

Answer: C) Discrimination

### 7. Discrimination Done to Help Someone

When discrimination is done to help someone in need, that is \_\_ discrimination.

- A) Situational
- B) Gender
- C) Positive
- D) Negative

Answer: C) Positive

### 8. Type of Discrimination Based on Gender

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

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

Answer: C) Gender discrimination

### 9. Discrimination in Education Based on Gender

In India, the number of boys/men who can get education is much higher than girls/women. What type of discrimination is this?

- A) Color discrimination
- B) Religion based discrimination
- C) Age discrimination
- D) Gender discrimination

Answer: D) Gender discrimination

## 10. Reasons for Gender-Based Discrimination

Which of the following are reasons for gender-based discrimination?

- A) Social Norms
- B) Lack of Education
- C) Lack of Awareness
- D) All of these

Answer: D) All of these

## Gender Equality

### 11. Meaning of Equality

Equality means in the same situation, people have \_\_\_.

- A) Same rights
- B) Same age
- C) Same color
- D) Same height

Answer: A) Same rights

### 12. Equal Rights Regardless of Gender

Irrespective of their gender identities; all people must have the same rights. This is called \_\_\_.

- A) Gender equality
- B) Gender Stereotype
- C) Gender Discrimination
- D) Gender rights

Answer: A) Gender equality

### 13. Difference in Salary for the Same Job

Women and men are often not paid the same salary for the same job) This is known as \_\_\_.

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

Answer: B) Wage gap

### 14. Treatment of Differently Abled Individuals

Neena is born as differently abled Her teachers must treat her \_\_\_.

- A) Differently
- B) Unevenly
- C) Equally
- D) Unlike

Answer: C) Equally

### 15. Equal Salary for Same Job

Anita and her partner are paid the same salary for the same job) This is a good example of \_\_\_.

- A) Jealousy
- B) Gender equality
- C) Discrimination
- D) Stereotype

Answer: B) Gender equality

## Diversity in Workplace

### 16. Safe and Respectful Workplace

The workplace is a place where employees from different backgrounds are hired and they work in a safe and respectful environment. This is an example of \_\_\_.

- A) Diversity
- B) Thoughts
- C) Emotions
- D) Ideas

Answer: A) Diversity

### 17. Feeling Safe in a Diverse Environment

People of different sex, gender, caste, class, culture, age, physical appearance, education, abilities must feel \_\_\_.

- A) Unsafe and worried
- B) Safe and respected
- C) Unsafe and bullied
- D) Threatened and policed

Answer: B) Safe and respected

### 18. Effect of a Diverse Workplace

A diverse workplace increases \_\_\_.

- A) Productivity
- B) Workload
- C) Stress
- D) Tension

Answer: A) Productivity

### 19. Barriers to a Diverse Workforce

Tanvi's team has many barriers to having a diverse workforce. This may lead to \_\_\_.

- A) Stability
- B) Conflicts
- C) Peace
- D) Productivity

Answer: B) Conflicts

### 20. Example of Communication Barrier

Meena is not comfortable talking to her colleagues in English. This is an example of \_\_\_.

- A) Caste barrier
- B) Cultural barrier
- C) Communication barrier
- D) Gender barrier

Answer: C) Communication barrier

## **Inclusion in the Workplace**

### 21. Practice of Including People with Respect

The practice of including people with respect and empathy is called \_\_\_.

- A) Inclusion
- B) Conflict
- C) Culture
- D) Gender

Answer: A) Inclusion

## 22. Need for an Inclusive Environment

An inclusive environment is needed for happiness and \_\_\_ at work.

- A) Ideas
- B) Growth
- C) Wage gap
- D) Stereotype

Answer: B) Growth

## 23. Inclusion in the Workplace

Inclusion in a workplace happens when every member of the company gets the same \_\_\_ at work.

- A) Chances
- B) Culture
- C) Nutrition
- D) Age

Answer: A) Chances

## 24. Choosing a Restaurant for Accessibility

You and your coworker, David, are going for lunch. David uses a wheelchair. What should you keep in mind when selecting a restaurant?

- A) Choose any restaurant
- B) Selecting the most expensive restaurant
- C) Choose a restaurant with a wheelchair ramp and accessible facilities
- D) Go alone

Answer: C) Choose a restaurant with a wheelchair ramp and accessible facilities

**Solution and Explanation on  
You Tube Channel**



25. Celebrating All Festivals at the Workplace

Subir wants to celebrate all festivals at the workplace. This shows that he is \_\_\_.

- A) Inclusive
- B) Productive
- C) Disciplined
- D) Silent

Answer: A) Inclusive

**Sexual Harassment in the Workplace: POSH Act**

26. Serious Workplace Issue

\_\_\_ is a serious issue that affects an individual's mental, emotional, and physical wellbeing in the workplace.

- A) Company rules
- B) Meeting with the manager
- C) Sexual harassment
- D) Travel leave

Answer: C) Sexual harassment

27. POSH Act

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

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

D) POSH

Answer: D) POSH

### 28. Committee Required by POSH Act

As per the POSH Act, any workplace that has 10 or more employees must constitute an —.

- A) Internal Committee (IC)
- B) Employees
- C) Police Station
- D) Help desk

Answer: A) Internal Committee (IC)

### 29. Reporting Unwelcome Jokes

Sarah notices a colleague, John, making unwelcome jokes about someone's clothes at the office party. What should Sarah do according to the POSH?

- A) Ignore it, John might be joking
- B) Tell John directly to stop
- C) Report the incident to HR
- D) Make a sarcastic comment back at John

Answer: C) Report the incident to HR

### 30. Definition of Workplace

Prachi goes to a Government ITI in the morning and then comes to the office in a company cab to attend an online meeting with an employer. Which of the following are considered as a workplace?

**Solution and Explanation on  
You Tube Channel**



- A) Office space
- B) Government ITI
- C) Online meeting
- D) All of these

Answer: D) All of these

**Module Name Entrepreneurship**

**Introduction to Entrepreneurship**

Here are the answers to your questions on entrepreneurship:

### 1. Definition of Entrepreneurship

Entrepreneurship is \_\_.

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

Answer: C) Running your own business

### 2. Duties of an Entrepreneur

What are the duties of an entrepreneur?

- A) Talking to customers
- B) Managing finances and budgets
- C) Managing the business
- D) All of these

**Solution and Explanation on  
You Tube Channel**



Answer: D) All of these

### 3. Definition of Profit

Which of the following is the BEST definition of profit?

- A) The total amount of money a business makes from selling goods or services
- B) The money a business owner spends on personal expenses
- C) The revenue or earnings which remain with the business owner, after all the costs are paid.
- D) Earn Profits

Answer: C) The revenue or earnings which remain with the business owner, after all the costs are paid.

### 4. First Step for Starting a Business

Pratibha wants to start a Biryani Hotel. What will she need first?

- A) Business plan
- B) Name Board
- C) Food Items
- D) Kitchen Equipments

Answer: A) Business plan

### 5. Hiring Good Cooks

Shaheen wants good cooks to work in her hotel. What is a proper way to hire them?

- A) By reaching other hotel staffs
- B) By advertising the Job
- C) By asking his Relatives
- D) None of these

Answer: B) By advertising the Job

### Entrepreneurial Mindset

#### 6. Important Skill for Entrepreneurs

What is the most important skill needed for a successful entrepreneur?

- A) Earning money
- B) Giving up on failure
- C) Having an Entrepreneurial Mindset
- D) Expanding markets

Answer: C) Having an Entrepreneurial Mindset

#### 7. Entrepreneurs and Society

An Entrepreneur can help the society by \_\_\_\_.

- A) Seeking new Opportunities
- B) Marketing the product
- C) Work with a team of people
- D) Creating Job Opportunities

Answer: D) Creating Job Opportunities

#### 8. Qualities of a Strong Entrepreneur

Which are the qualities of a strong entrepreneur?

- A) Learning from Failures
- B) Building relationship with customers
- C) Working hard

**Solution and Explanation on  
You Tube Channel**



D) All of these

Answer: D) All of these

#### 9. Addressing a Drop in Customers

Pooja started a foodcourt which gave good profit, with many customers. One year later, her customers reduced. What should Pooja do to solve this problem?

- A) Change the Cooking Style
- B) Collect the Feedback from the Customers
- C) Close the Food court
- D) Change her business

Answer: B) Collect the Feedback from the Customers

#### 10. First Step for a Textile Shop

Raju wants to start a Textile shop, which of the following is the first step?

- A) Rent a Shop
- B) Purchase New Fabrics
- C) Business Plan
- D) Hire Staff

Answer: C) Business Plan

#### [Difference between SelfEmployment and Entrepreneurship](#)

Here are the answers to your questions on self-employment, entrepreneurship, and market scans:

**Solution and Explanation on  
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### 11. Self-Employment

Self-Employment is \_\_\_.

- A) Business person
- B) Freelancing or running a business rather than working for an employer
- C) Sell food items
- D) Only focus on earning profits

Answer: B) Freelancing or running a business rather than working for an employer

### 12. Hiring Other People

A person who hires other people for their business is an \_\_\_.

- A) Self-Employed
- B) Employee
- C) Entrepreneur
- D) Employer

Answer: D) Employer

### 13. Qualities of an Entrepreneur for Self-Employment

What are the qualities of an entrepreneur that a self-employed person also needs to have?

- A) Creative Thinking
- B) Problem Solving
- C) Customer Service
- D) All of these

Answer: D) All of these

#### 14. Vidya's Role

Vidya is single-handedly selling homemade pickles to her neighbors. Who is Vidya?

- A) Seller
- B) Self-employed
- C) Entrepreneur
- D) Distributor

Answer: B) Self-employed

#### 15. Pawan's Role

Pawan provides AC repair services at a fixed fee. He has a contract with a local AC store. The store refers him to customers who need to repair their AC. Who is Pawan?

- A) Entrepreneur
- B) Contract Job
- C) Internship
- D) Self-Employed

Answer: D) Self-Employed

#### Market Scan: Exploring the Market

#### 16. Benefits of Market Scan

How does Market Scan help a business?

- A) Give an idea about the customers
- B) Help understand about other similar business
- C) Help to make the business plan

**Solution and Explanation on  
You Tube Channel**



D) All of these

Answer: D) All of these

17. Coverage of Market Scan

Market scan covers \_\_\_.

- A) Analyze customer needs and anticipate competitive actions
- B) Understanding the Business market
- C) Customer interaction
- D) Market research

Answer: D) Market research

18. Purpose of Market Scan

Why is market scan conducted?

- A) Information on customers' need
- B) Information on new trends
- C) Information on competitors
- D) All of these

Answer: D) All of these

19. Geetha's Market Scan

Geetha wants to start a tailoring shop (boutique). Her trainer asked her to do a Market Scan. Geetha should do the Market Scan in \_\_\_.

- A) Bakery sector
- B) Beauty Parlours

- C) Tailoring and Textile Industry
- D) Packing company

Answer: C) Tailoring and Textile Industry

#### 20. Information NOT to Collect in Market Scan

Lakshmi plans to start a beauty parlor. What kind of information should she NOT collect in the Market Scan?

- A) Information on clothes and shoes
- B) Information on types of customers
- C) Information on cost of materials for the beauty parlor
- D) Information on shop location and rent

Answer: A) Information on clothes and shoes

#### Understanding Customer Needs

Here are the answers to your questions on understanding customer needs and distinguishing between products and services:

#### 21. Understanding Customer Needs

Customer's needs can be understood through \_\_\_.

- A) Customer Survey
- B) Selling
- C) Talking to our family
- D) Customer service

Answer: A) Customer Survey

**Solution and Explanation on  
You Tube Channel**



## 22. Maintaining Good Relations

An Entrepreneur needs to maintain good \_\_\_ with his customers.

- A) Communication
- B) Relationship
- C) Behavior
- D) Friendship

Answer: B) Relationship

## 23. Reasons Customers Like a Product or Service

Why do customers like a product or service?

- A) Price
- B) Good Quality
- C) Feel of the product or service
- D) All of these

Answer: D) All of these

## 24. Questions NOT to Ask Customers

Shilpa wants to start a soap-making company. What kind of questions should she NOT ask her customers?

- A) Which types of soaps do you buy?
- B) Do you like to eat chats?
- C) How much do you pay for soap?
- D) Do you use soap?

Answer: B) Do you like to eat chats?

## 25. Basic Research for Choosing a Product

Roopa wants to start a new business. But she is not sure which product she should choose to start her business. What will be her basic research to finalize her product?

- A) Loan from Banks
- B) Buying products from others
- C) Search how to advertise the product
- D) Research on products & services that customers are currently using

Answer: D) Research on products & services that customers are currently using

### Selecting a Type of Business: Product or Service

## 26. Defining Service

Product and service are two things that can be soldD) Product is what can be seen, touched, and used) Service is what we \_\_\_.

- A) Buy from vegetable shop
- B) Feel, Experience and Enjoy
- C) Pay with Gpay
- D) Do not enjoy

Answer: B) Feel, Experience and Enjoy

## 27. Defining Product

Product is an object that can be \_\_\_.

- A) Seen
- B) Touched

C) Seen, Touched and Used

D) Used

Answer: C) Seen, Touched and Used

28. Sharvan's Job

Sharvan serves as a delivery agent delivering tomatoes from a farmer to a company that makes tomato sauce. What is Sharvan's job?

A) Seller

B) Service Provider

C) Buyer

D) Distributor

Answer: D) Distributor

29. Example of a Service

Select the example of a service from the options.

A) Masala Dosa

B) Mobile Repair

C) Water Bottle

D) Chicken Kabab

Answer: B) Mobile Repair

30. Example of a Product

Select the example of a product from the options.

A) Home painting

- B) Parlor service
- C) Shirt
- D) Bike repair

Answer: C) Shirt

### My Final Business Idea

Here are the answers to your questions about business ideas and planning:

#### 31. Business Idea Requirements

The business idea should \_\_\_.

- A) Satisfy only my needs
- B) Fulfill needs or solve problems
- C) Save the world
- D) None of these

Answer: B) Fulfill needs or solve problems

#### 32. Sustainability of a Business Idea

A good business idea for a young or new entrepreneur should be sustainable. This means \_\_\_.

- A) It is easy to use
- B) It has many details
- C) It has a budget
- D) It is planned for the present and future business growth

Answer: D) It is planned for the present and future business growth

**Solution and Explanation on  
You Tube Channel**



### 33. What Customers Want

What do customers want from any product or service?

- A) Good price
- B) Customer satisfaction
- C) Quality
- D) All of these

Answer: D) All of these

### 34. Low Investment Business Plan

Low Investment business plan means \_\_\_.

- A) The plan is a new idea
- B) The plan needs a small amount to start a business
- C) The plan should be simple
- D) The plan should start immediately

Answer: B) The plan needs a small amount to start a business

### 35. Unique Selling Proposition (USP)

Unique Selling Proposition or USP of a business plan refers to \_\_\_.

- A) A special budget for the business
- B) A new customer for the business
- C) A special or different idea for a business
- D) An old business is updated

Answer: C) A special or different idea for a business

## Building your Business Plan

Here are the answers to the questions on business planning and pitching:

### 36. Business Strategy Document

A \_\_ is a document with a complete strategy for the business.

- A) Strategy Report
- B) Action Plan
- C) Business Plan
- D) Stakeholder Report

Answer: C) Business Plan

### 37. Not Part of a Good Business Plan

\_\_ is not a part of a good business plan.

- A) Weather Report
- B) Marketing Strategy
- C) Customer Analysis
- D) Budget

Answer: A) Weather Report

### 38. Competition Analysis

\_\_ is about the competition in the online or offline market.

- A) People Analysis
- B) Competitor Analysis
- C) Customer Analysis

**Solution and Explanation on  
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D) Budget Plan

Answer: B) Competitor Analysis

39. Understanding Customer Needs

How can we understand what customers want?

A) By doing research on customer needs

B) By advertising the business

C) Selling a new product

D) By moving to a new business

Answer: A) By doing research on customer needs

#### **Pitching for your business**

40. Financial Details in a Business Plan

\_\_ part of a business plan has details of money-related details of the whole business.

A) Product Details

B) Customer Analysis

C) Business Succession Plan

D) Costing

Answer: D) Costing

41. Business Pitch

A \_\_ is a short and effective presentation to describe the business.

A) Customer Analysis

B) Communication

**Solution and Explanation on  
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- C) Return on Investment
- D) Business Pitch

Answer: D) Business Pitch

#### 42. Business Pitch Support

A Business pitch is presented to investors who help us with \_\_, \_\_, and \_\_.

- A) Customer and Quality
- B) Money, Resources, and Mentoring Support
- C) Plan and Marketing
- D) Profit and Loss

Answer: B) Money, Resources, and Mentoring Support

#### 43. Support for Entrepreneurs

Who can support Entrepreneurs by providing business schemes and loans at low interest rates?

- A) Customers
- B) Startup Investors
- C) Banks
- D) Friends

Answer: C) Banks

#### 44. Duration of Business Pitch

Shyna wants to start a masala powder business. She is presenting a business pitch to the bank manager. How long should her business pitch be?

- A) 2 to 3 mins

**Solution and Explanation on  
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- B) 10 mins
- C) 15 mins
- D) 1 min

Answer: A) 2 to 3 mins

#### 45. Money to Build a Product

In a business, \_\_ is the money involved to build a product.

- A) Cost
- B) Profit
- C) Price
- D) Discount

Answer: A) Cost

#### Basic Legal Functions needed for any Business

Here are the answers to the questions about business types, government regulations, and marketing:

#### 46. Small Business by a Single Person

Any small business run by a single person is called \_\_.

- A) Multinational Unit
- B) Partnership
- C) Sole Proprietorship
- D) Private Limited

Answer: C) Sole Proprietorship

47. Type of Business Run by One Person

Bindu has started a small auto repair shop. She is the only proprietor for the business. Which kind of business is it?

- A) Partnership
- B) Private Limited
- C) Multinational Unit
- D) Sole Proprietorship

Answer: D) Sole Proprietorship

48. Government Body for Enterprise Regulations

\_\_\_ is run by the Govt. of India to implement rules and regulations of the enterprises.

- A) MSDE
- B) MSME
- C) NIMI
- D) DGT

Answer: B) MSME

49. Document Not Required for UDYAM/MSME Registration

Which document is not required to complete UDYAM/MSME registration?

- A) PAN Card
- B) Aadhar Card
- C) Income Tax Return
- D) Blood Certificate

Answer: D) Blood Certificate

50. Element Not Needed for Filing Tax

Rahim is filing tax for the first time for his business. Which of these elements are NOT needed for filing tax?

- A) Birth Certificate
- B) PAN Card
- C) Aadhar Card
- D) Income Tax Return

Answer: A) Birth Certificate

#### Marketing in the 21st Century

51. Meaning of Price in Marketing

Price is an important part of marketing. Price means \_\_\_.

- A) Marketing
- B) Rate of a product in rupees
- C) Promotion
- D) Raw Materials

Answer: B) Rate of a product in rupees

52. Festival Offers and Discounts

Sahil is giving festival offers, free samples, and price discounts at the opening of his business. This is called \_\_\_.

- A) Market Scan
- B) Packaging
- C) Promotion

**Solution and Explanation on  
You Tube Channel**



D) Selling

Answer: C) Promotion

53. Marketing Helps Customers Learn About

Marketing helps the customer to learn about \_\_\_.

A) Price

B) Availability

C) Special Discounts

D) All of these

Answer: D) All of these

54. Not Part of 7P's of Marketing

Which among the following is not a part of the 7P's of marketing?

A) Product

B) Packaging

C) Price

D) Pickles

Answer: D) Pickles

55. Best Location for a Book and Stationery Shop

Tom wants to start a shop for selling books, pens, etC) Which is the best location to have his shop?

A) Near college and schools

B) Near the river

- C) At his house
- D) Near the fish market

Answer: A) Near college and schools

### Accounting for Business

Here are the answers to the questions on costs, funding, and loans:

56. Total Cost

Total cost is equal to \_\_\_.

- A) Variable Cost + Discount
- B) Investment + Fixed Cost
- C) Variable Cost + Fixed Cost
- D) Fixed Salary + ROI

Answer: C) Variable Cost + Fixed Cost

57. Type of Cost That Varies with Production

\_\_\_ cost increases or decreases depending on how much we produce or sell.

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

Answer: A) Variable

58. Rent of the Kitchen as a Cost

Preeti is renting a kitchen to run a Paratha Shop. The rent of the kitchen is \_\_ cost.

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

Answer: C) Fixed

59. Money Invested in Production

\_\_ is the money we invest in producing a product or service.

- A) Business revenue
- B) Product Cost
- C) Product Price
- D) Business Pitch

Answer: B) Product Cost

60. Cost of New Brushes and Tins

Mani is a painter and he buys new brushes and tins for painting. What type of cost is it?

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

Answer: C) Variable Cost

## Funding for Your Business

### 61. Meaning of Funding

The word funding means \_\_\_.

- A) Money for shopping
- B) Saving and Spending
- C) Money to start a business
- D) Bank account

Answer: C) Money to start a business

### 62. Definition of a Start-Up

A \_\_\_ is a new business, which later grows into a big company.

- A) NSIC
- B) Parlours
- C) Hotels
- D) Start Up

Answer: D) Start Up

### 63. Support for Entrepreneurs to Get Loans

\_\_\_ supports entrepreneurs to get loans under several schemes at the district level.

- A) National Small Industries Corporation (NSIC)
- B) District Industry Centres (DIC)
- C) SIDO
- D) SSLC

Answer: B) District Industry Centres (DIC)

64. Type of Loan for Starting a Shop

Prem wants to start a shop. He can apply for a \_\_\_ loan to have benefits.

- A) Home
- B) MUDRA
- C) Education
- D) Car

Answer: B) MUDRA

65. Repayment Period for MUDRA Loan

Seema plans to open a hotel and has applied for a MUDRA Loan. In how many years does she need to repay it?

- A) 1-2 Years
- B) 3-5 years
- C) 5-7 years
- D) Up to 10 years

Answer: B) 3-5 years

**Business Stories: Learning from Successes and Failures**

Here are the answers to the questions on trademarks, learning from failure, and growing a business:

66. Registered Product Name

A product name that has been officially registered with the Trademark Registry of India is called \_\_\_.

**Solution and Explanation on  
You Tube Channel**



- A) Marked
- B) Trademark
- C) Approved
- D) Token

Answer: B) Trademark

### 67. Learning from Experience

Entrepreneurs learn from their success as well as their \_\_\_.

- A) Failures
- B) Friends
- C) Profit
- D) Business Pitch

Answer: A) Failures

### 68. Growing Your Business

The secret to growing your business is to choose the right \_\_\_ to support your growth.

- A) Clothes
- B) Loss
- C) Friends
- D) Team

Answer: D) Team

### 69. Benefit of a Trademark

**Solution and Explanation on  
You Tube Channel**



Wahid wants to register his product under a trademark. What is the benefit of getting a trademark for your product?

- A) He can sell it at a higher rate
- B) No one else can use the same product name
- C) He will get a lot of success
- D) He can take many loans and not repay

Answer: B) No one else can use the same product name

#### 70. Handling Initial Business Challenges

Joy started a homemade pickle business. He has not been able to get a profit in the first 2 months. What should he do?

- A) End his business
- B) Borrow money
- C) Find reasons for his failure & learn from them
- D) Get angry

Answer: C) Find reasons for his failure & learn from them

**Module Name : Career Development and Goal Setting**

#### **Introduction to the World of Work**

Here are the answers to the questions on career, personal interests, and abilities:

#### 1. Long-term Occupation

An occupation undertaken for a long period and with opportunities for progress is called —.

**Solution and Explanation on  
You Tube Channel**



- A) Job
- B) Career
- C) Work
- D) Hobby

Answer: B) Career

## 2. Activities Outside Work

Everything that we do outside work is \_\_\_.

- A) Personal life
- B) Professional life
- C) Tuition
- D) Dislikes

Answer: A) Personal life

## 3. Balance for a Healthy Life

Balance in \_\_\_ is important to have a healthy and happy life.

- A) Career demand
- B) Job satisfaction
- C) Work-life
- D) Salary

Answer: C) Work-life

## 4. Starting a Career

Siddhu is planning to start his career. He should have \_\_\_.

**Solution and Explanation on  
You Tube Channel**



- A) Education
- B) Career plan
- C) Resume
- D) All of these

Answer: D) All of these

#### 5. Job Progression

Sarah is a teacher at a school for one year. After that, she becomes a trainer for new teachers and then a principal. What does this job progression show?

- A) Sarah's job
- B) Sarah's hobby
- C) Sarah's career
- D) Sarah's education

Answer: C) Sarah's career

#### My Interests and Abilities

#### 6. Activities One is Good At

Activities that one is good at and can do are called \_\_\_.

- A) Abilities
- B) Interests
- C) Passion
- D) Sports

Answer: A) Abilities

### 7. Things One Loves to Do

Things that one loves to do are called \_\_\_.

- A) Abilities
- B) Job
- C) Interests
- D) Work

Answer: C) Interests

### 8. Choosing a Career

We should choose our career based on our \_\_\_.

- A) Disadvantages
- B) Strengths
- C) Weakness
- D) Workplace

Answer: B) Strengths

### 9. Ability vs. Interest

Nisha loves cooking. But she is good at dancing. Her ability is \_\_\_.

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

Answer: B) Dancing

## 10. Applying for Jobs

Jack is very good at MS Excel. He must apply for a job based on his \_\_\_.

- A) Interests
- B) Abilities
- C) Decision
- D) Mood

Answer: B) Abilities

### Building My Career Pathway

Here are the answers to the questions on career paths, market scans, and related topics:

## 11. Career Path

A \_\_ path is a series of jobs to help you progress towards your goals.

- A) Career
- B) Foot
- C) Unsatisfying
- D) Work

Answer: A) Career

## 12. Choosing a Career Path

One must choose the career path based on the changing \_\_\_.

- A) Interests
- B) Abilities
- C) Cities

D) Market demands

Answer: D) Market demands

### 13. Creating Clarity

Creating \_\_ posters can give a lot of clarity on the career.

A) Career pathway

B) Ability

C) Work

D) Interest

Answer: A) Career pathway

### 14. Post-ITI Career Path

Suraj has finished his ITI course. He can create a career path that helps him progress towards his \_\_ and \_\_.

A) Cooking and painting

B) Goals and Objectives

C) Strengths and weakness

D) Singing and dancing

Answer: B) Goals and Objectives

### 15. Post-Fashion Design Course

Prem has completed his fashion design course. Which of the following he must consider choosing a career path?

A) Demands

B) Trends

**Solution and Explanation on  
You Tube Channel**



- C) Ability
- D) All of these

Answer: D) All of these

### Job Market Research

#### 16. Understanding the Changing World of Work

A process by which we can understand the changing world of work is \_\_\_.

- A) Adobe Scan
- B) Market Scan
- C) Career pathways
- D) Job search

Answer: B) Market Scan

#### 17. Collecting Data About a Career

Which is not a way to collect data about a career?

- A) Playing cricket
- B) Magazines
- C) Career guidance agencies
- D) Newspapers

Answer: A) Playing cricket

#### 18. Sources for Market Scan

What can be the source of information for a market scan?

- A) Internet

**Solution and Explanation on  
You Tube Channel**



- B) Industry visits
- C) Alumni
- D) All of these

Answer: D) All of these

#### 19. Choosing a Profession

Latha is planning to join a beauty salon. But she is not very sure about this profession. What should she do?

- A) Discuss with Professionals
- B) Discuss with parents
- C) Discuss with classmates
- D) Discuss with strangers

Answer: A) Discuss with Professionals

#### 20. Replacing Typewriters

Raghu's father had a typewriting press/shop. Now, he is replacing typewriters with \_\_\_.

- A) Phones
- B) Computer
- C) TV
- D) Radio

Answer: B) Computer

**Goal Setting for your Career**

**Solution and Explanation on  
You Tube Channel**



Here are the answers to the questions about goals and the SMART criteria:

### 21. Defining a Goal

A \_\_\_ is something you really want in life. You plan and take the right actions to make it happen.

- A) Dream
- B) Desire
- C) Goal
- D) None of these

Answer: C) Goal

### 22. Short-Term Goals

The goal that someone plans to achieve within a year is called a \_\_\_.

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

Answer: C) Milestone

### 23. SMART Criteria

SMART stands for \_\_\_.

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

Answer: A) Specific, Measurable, Achievable, Relevant, and Time-Bound.

#### 24. SMART Goal Example

Nithya aims to achieve a score of 75% in her 10th-grade exams by the end of the academic year. This is a \_\_ goal.

- A) SMART
- B) Star
- C) Great
- D) Life-time

Answer: A) SMART

#### 25. Short-Term Goal Example

Ramesh wanted to collect 50 stamps in 6 months. So, he started by collecting two stamps every week. This is a \_\_ goal.

- A) Short-term
- B) Life-time
- C) Long-term
- D) Unrealistic

Answer: A) Short-term

## Module Name – Customer Service

### Customer Service and Relationship Building

Here are the answers for the customer service-related questions:

#### 1. Definition of a Buyer

A person who buys a product is a \_\_\_.

- A) Student
- B) Customer
- C) Seller
- D) Servicer

Answer: B) Customer

#### 2. Service Given to Customers

What is the service given to the customer before, during, or after a purchase called?

- A) Customer service
- B) Auto Service
- C) Management Service
- D) None of these

Answer: A) Customer service

#### 3. Factors Affecting Business Growth

What does the growth of a business depend on?

- A) How you talk to customers
- B) How you take feedback from customers

**Solution and Explanation on  
You Tube Channel**



- C) How you help customers
- D) All of these

Answer: D) All of these

#### 4. Improving Customer Satisfaction

Harish has taken up his family business of ironing clothes. His customers are not happy with the service. What should Harish do to make his business better?

- A) Increase the cost
- B) Give better customer service
- C) Stop the business
- D) Change the business

Answer: B) Give better customer service

#### 5. Popularity of a Shop

Pushpa and Kavya have opened a shop for baby clothes in Bangalore and Chennai. Bangalore outlet is gaining more popularity and profit? How is it?

- A) Good customer relationship in Bangalore shop
- B) Chennai is very hot
- C) There are more babies in Bangalore
- D) No reasons

Answer: A) Good customer relationship in Bangalore shop

#### Types of Customers

#### 6. Definition of a Dissatisfied Customer

**Solution and Explanation on  
You Tube Channel**



A dissatisfied customer means \_\_\_.

- A) Happy customer
- B) Beautiful customer
- C) Unhappy customer
- D) Old customer

Answer: C) Unhappy customer

7. Definition of a New Customer

A customer who buys a product for the first time is \_\_\_.

- A) Bargaining customer
- B) Vendor
- C) New customer
- D) Researching customer

Answer: C) New customer

8. Definition of Loyal Customers

Loyal Customers are those who \_\_\_.

- A) Keep coming back to the same shop
- B) Hate the shop
- C) New customers
- D) Ask for more discount

Answer: A) Keep coming back to the same shop

9. Handling Bargaining Customers

**Solution and Explanation on  
You Tube Channel**



Ravi has a customer who bargains a lot. The customer wants to buy a dress which costs 500 rupees, but the customer wants to pay only 300 rupees. What should Ravi do?

- A) Tell the customer to go away
- B) Give the dress for 300 rupees
- C) Talk to the customer and sell the dress for 400 rupees
- D) Do nothing

Answer: C) Talk to the customer and sell the dress for 400 rupees

#### 10. Handling Dissatisfied Customers

Meena sells milk packets. One day, she got a dissatisfied (unhappy) customer because the milk was spoiled. What should Meena NOT do now?

- A) Say sorry to the customer
- B) Quickly give another packet of milk
- C) Make sure the customer is happy
- D) Get angry with the customer

Answer: D) Get angry with the customer

#### Probing to Identify Customer Needs

Here are the answers for the customer service and sales techniques-related questions:

#### 11. Probing for Customer Needs

Probing for customer needs means \_\_\_.

- A) To celebrate with customers
- B) Get angry with the customer
- C) To ask customers what they need
- D) To give discount

**Solution and Explanation on  
You Tube Channel**



Answer: C) To ask customers what they need

## 12. Caring for Customers

Caring for customers is key to growing your business. What does this mean?

- A) Care for what customers want
- B) Care in hospital
- C) Don't care for market
- D) Care for keys

Answer: A) Care for what customers want

## 13. Understanding Customer Needs

\_\_\_ is a way to understand the customer's needs and emotions by asking questions.

- A) Apologize
- B) Probing
- C) Explaining
- D) Understanding

Answer: B) Probing

## 14. Helping Customers Choose Products

Tapsi is at a clothes shop to buy a gift for her friend. She is unable to choose the proper clothes. The sales person can help her by asking \_\_\_.

- A) Open questions
- B) Probing questions
- C) Closed questions

D) All of these

Answer: D) All of these

### 15. Improving Business Through Customer Feedback

Sudha buys vegetables from Karthik's shop. She is happy about the quality and pricing of the goods. She can help Karthik's business improve by \_\_\_.

- A) Sharing good words about the shop
- B) Watching the shop
- C) Hating Karthik
- D) Buying vegetables in another shop

Answer: A) Sharing good words about the shop

### Simple Techniques for Communicating with Customers

### 16. Importance of Selling Techniques

Why is it important to use selling techniques?

- A) To look confident
- B) To make friends with customers
- C) To have fun
- D) To connect with customers & make sure they make a purchase

Answer: D) To connect with customers & make sure they make a purchase

### 17. Sales Technique for Additional Products

\_\_\_ is a sales technique that aims to market additional products to the customers.

- A) Probing

**Solution and Explanation on  
You Tube Channel**



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

Answer: B) Cross selling

### 18. Meaning of FAB

FAB means \_\_\_.

- A) Features, Advantages, Benefits
- B) Features, Advices, Benefits
- C) Five, Advertisements, Boards
- D) Festival, Adventure, Behalf

Answer: A) Features, Advantages, Benefits

### 19. Selling Technique for a Laptop

Swati needs to sell a laptop. She can use the \_\_\_ technique to sell it.

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

Answer: A) FAB

### 20. Writing an FAB Statement

Smitha needs to sell a mobile phone. She is writing down the advantages and benefits of the different phones. She is writing a \_\_\_.

- A) Financial statement
- B) Service statement
- C) FAB statement
- D) Bill

Answer: C) FAB statement

### Closing Sales and Customer Feedback

Here are the answers for the remaining customer service and sales technique-related questions:

#### 21. Customer Sharing Experience

Customers sharing their experience and opinion about a product is called \_\_\_.

- A) Customer Support
- B) Customer Feedback
- C) Customer Probing
- D) Customer ID

Answer: B) Customer Feedback

#### 22. Essential Sales Skill

Closing sales technique is an essential skill for a \_\_\_.

- A) Sales person
- B) Child
- C) Manager
- D) Clerk

**Solution and Explanation on  
You Tube Channel**



Answer: A) Sales person

### 23. Types of Closing Sales Techniques

Now or never close, summary close, and question close are 3 important \_\_.

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

Answer: C) Closing Techniques

### 24. Purpose of Customer Satisfaction Survey

A hotel asked its customers to fill out a customer satisfaction survey. What are they trying to do?

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

Answer: B) Collect customer feedback

### 25. Sales Technique for Urgent Offers

Sales person tells the customer “the offer exists today only.” This sales technique is called \_\_.

- A) Now or never closes
- B) Close down
- C) Question closes
- D) Lock down

**Solution and Explanation on  
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Answer: A) Now or never closes

Module Name **Getting ready for Apprenticeship & Jobs**

### **Positive Work Environment**

Here are the answers to the workplace practices and personal grooming questions:

#### 1. Bad Practice in a Workplace

What is a bad practice in a workplace?

- A) Open and honest communication
- B) Opportunity to grow in the company
- C) Good work-life balance
- D) No trust between co-workers

Answer: D) No trust between co-workers

#### 2. Professional Relationship Outcome

Good, professional relationship with co-workers can give the feeling of \_\_\_.

- A) Job satisfaction
- B) Fear
- C) Confusion
- D) Negative energy

Answer: A) Job satisfaction

**Solution and Explanation on  
You Tube Channel**



### 3. Saving Resources

Which of the following is a good way to save resources on our planet?

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

Answer: D) All of these

### 4. Maintaining Relationships at Work

Ganesh greets his co-workers every day. He is trying to maintain \_\_\_ at work.

- A) Skills
- B) Good relationships
- C) Anger
- D) Power

Answer: B) Good relationships

### 5. Conserving Energy

Kim has a habit of switching off her desktop and PC when not in use. This helps to \_\_\_ energy at the workplace.

- A) Spend
- B) Waste
- C) Conserve (Save)
- D) Practice

Answer: C) Conserve (Save)

## Personal Grooming and Hygiene

### 6. Personal Grooming

\_\_\_ is the process of taking steps to look neat and presentable.

- A) Grooming
- B) Brooming
- C) Caring
- D) Uniform

Answer: A) Grooming

### 7. Importance of Personal Grooming

Why is personal grooming important?

- A) It creates a positive first impression.
- B) It helps you feel confident.
- C) It shows self-discipline.
- D) All of these

Answer: D) All of these

### 8. Dressing for Industrial Visits or Interviews

During an industrial visit or an interview we have to dress \_\_\_.

- A) Formally
- B) Dirty
- C) Ugly
- D) Brightly

Answer: A) Formally

### 9. Consequences of Poor Personal Hygiene

If we do not have good personal hygiene (cleanliness), what happens?

- A) We look beautiful
- B) We feel angry
- C) We can get sick easily
- D) We feel stressed

Answer: C) We can get sick easily

### 10. Preparing for an Interview

Shreyas is going for an interview. He has picked a shirt from the cupboard. He must \_\_\_ before wearing it.

- A) Soak
- B) Color
- C) Pick
- D) Iron

Answer: D) Iron

### Managing Stress in the Workplace

#### 11. Definition of Stress

\_\_\_ can be a physical, mental, or emotional reaction, that makes us feel worried.

- A) Stress
- B) Food

- C) Job
- D) Action

Answer: A) Stress

### 12. Type of Stress with Long-Term Health Issues

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

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

Answer: B) Long term

### 13. Stress that Motivates

\_\_ stress can make us feel excited and motivated.

- A) Bad
- B) Good
- C) Short term
- D) Long term

Answer: B) Good

### 14. Type of Stress Experienced by Tom

Tom feels very tensed and scared) He is unable to concentrate before his exams. He is sweating. What kind of stress is this?

- A) Good

- B) Small
- C) Bad
- D) Never

Answer: C) Bad

#### 15. Arjun's Approach to Stress

Arjun focuses only on his work and does not get involved in workplace politics. He also makes sure he does not work after office hours. He makes time for his family. What is he doing?

- A) Working a lot
- B) Not working at home
- C) Maintaining good work-life balance
- D) Helping society

Answer: C) Maintaining good work-life balance

#### Building My Resume

#### 16. Key Document for Job Application

A \_\_ is the first document an employer will look at when reviewing the job application.

- A) Certificate
- B) Resume
- C) Ticket
- D) Invitation

Answer: B) Resume

### 17. Key Elements of a Resume

What are the key elements of a resume?

- A) Personal information
- B) Career objective
- C) Education
- D) All of these

Answer: D) All of these

### 18. Not a Soft Skill

Which of the following is not a soft skill?

- A) Time Management
- B) Communication Skill
- C) Carpenter Skill
- D) Goal Setting

Answer: C) Carpenter Skill

### 19. Information to Exclude from a Resume

Vimal wanted to update his resume. Which of the following should he not include in his resume?

- A) Salary expectations
- B) Name
- C) Qualification
- D) Date of birth

Answer: A) Salary expectations

20. Appropriate Job for Knowledge of Circuits and Wiring

Harry has knowledge of circuits and wiring. He can apply as an \_\_\_ in a company.

- A) Beautician
- B) Plumber
- C) Fitter
- D) Electrician

Answer: D) Electrician

[Preparing for an Interview](#)

21. Definition of Interview

\_\_\_ is the formal process of checking if the candidate is suitable for the job.

- A) Interview
- B) Practice
- C) Exam
- D) Reading

Answer: A) Interview

22. Not an Interview Skill

Which of the following is not an interview skill?

- A) Clear communication
- B) Painting
- C) Active listening
- D) Confidence

Answer: B) Painting

### 23. Good Manners in an Interview

Which of the following are good manners in an interview?

- A) Not making eye contact
- B) Speaking too fast
- C) Being on time
- D) Getting irritated

Answer: C) Being on time

### 24. Action After Interview Follow-Up

The interviewer asked Rahul to wait for a few days. What can Rahul do after a few days?

- A) Follow up with the employer on phone call or email
- B) Give up his hope
- C) Never call
- D) Meet his friends

Answer: A) Follow up with the employer on phone call or email

### 25. Items to Carry for an Interview

Seema is attending an interview. What is she supposed to carry for the interview?

- A) Resume
- B) Certificates
- C) ID cards
- D) All of these

Answer: D) All of these

### Decoding the Interview

#### 26. Expected Qualities from Candidates

Which of the following will the interviewer expect from the candidates?

- A) Good soft skills
- B) Cooking skills
- C) Singing skills
- D) Painting skills

Answer: A) Good soft skills

#### 27. What to Avoid in an Interview

Which of the following should be avoided while facing an interview?

- A) Use mobiles
- B) Speaking
- C) Listening
- D) Answering questions

Answer: A) Use mobiles

#### 28. Nature of an Interview

The interview is a discussion between \_\_\_ and \_\_\_ for mutual benefit.

- A) Teacher and student
- B) Employee and Employer

- C) Brother and Sister
- D) Friends

Answer: B) Employee and Employer

### 29. Preparing for an Important Interview

Nagma has an important job interview tomorrow. What should she do to prepare for her interview?

- A) Arrive late to show she is busy
- B) Wear casual clothes to feel comfortable
- C) Talk only about her personal life
- D) Research the company & prepare questions to ask

Answer: D) Research the company & prepare questions to ask

### 30. What to Avoid During an Interview

Rita did not enjoy her work in her previous company. She is going for an interview at another company. What should Rita NOT do?

- A) Talk badly about her previous company
- B) Communicate clearly
- C) Take her resume
- D) Be on time for the interview

Answer: A) Talk badly about her previous company

### Mock Interview

### 31. Purpose of a Mock Interview

**Solution and Explanation on  
You Tube Channel**



A mock interview is a \_\_\_ job interview.

- A) Fun
- B) Practice
- C) Virtual
- D) Difficult

Answer: B) Practice

32. Main Purpose of Mock Interviews

The main purpose of mock interviews is to give \_\_\_.

- A) Marks
- B) Tables
- C) Feedback
- D) Time

Answer: C) Feedback

33. Advantages of a Mock Interview

Which of the following is an advantage of a mock interview?

- A) Learning how to speak
- B) Learning how to dress
- C) Using proper body language
- D) All of these

Answer: D) All of these

34. Choosing an Interviewer for a Mock Interview

**Solution and Explanation on  
You Tube Channel**



Geetha wants to take a mock interview before attending the real one. Whom do you think she must choose as an interviewer?

- A) A stranger
- B) Her senior
- C) Her younger sister
- D) Shop keeper

Answer: B) Her senior

### 35. Recording an Interview for Self-Evaluation

Keith recorded his interview as a video to understand his performance. This is also one of the methods to receive \_\_\_.

- A) Feedback
- B) Wishes
- C) Compliments
- D) Greetings

Answer: A) Feedback

### Professional Networking

### 36. Acceptable Co-Worker Support

Co-workers need to support each other to grow in their career. What kind of support is acceptable by a co-worker?

- A) Giving and taking personal loans
- B) Sharing gossip
- C) Sharing knowledge & good ideas for work
- D) Giving alcohol

Answer: C) Sharing knowledge & good ideas for work

### 37. Example of Online Professional Networking

Which is an example of online professional networking?

- A) Newspaper
- B) Social media
- C) Radio
- D) Magazine

Answer: B) Social media

### 38. Good Places to Build a Professional Network

Which is a good place to build a professional network?

- A) Meetings
- B) Social media
- C) Community gathering
- D) All of these

Answer: D) All of these

### 39. Professional Network for Plumbers

Rekha takes care of all water-pipe fittings in her company. She can be part of a \_\_\_ professional network.

- A) Plumber's
- B) Carpenter's
- C) Tailor

D) Beautician

Answer: A) Plumber's

40. Showing Appreciation to a Mentor

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

A) Gratitude

B) Anger

C) Fear

D) Arrogance

Answer: A) Gratitude

### Handling Rejection and Failure

41. Definition of Failure

The lack of success in a goal or a task is called \_\_\_.

A) Failure

B) Success

C) Boring

D) Satisfaction

Answer: A) Failure

42. Definition of Rejection

Something that is not accepted by someone is called \_\_\_.

- A) Acceptance
- B) Rejection
- C) Failure
- D) Success

Answer: B) Rejection

#### 43. Attitude Towards Failure and Rejection

One needs to handle failure and rejection with a \_\_ attitude.

- A) Negative
- B) Helpful
- C) Positive
- D) Rude

Answer: C) Positive

#### 44. Learning from Failure

Sundar's hotel business was under heavy loss. He had to close the business. How can he learn from failure and achieve success?

- A) Think about what happened in a systematic way
- B) Stay positive to learn from failure
- C) Don't give up and try again
- D) All of these

Answer: D) All of these

#### 45. Keys to Success

**Solution and Explanation on  
You Tube Channel**



Our \_\_ and \_\_ will help us to succeed.

- A) Ability and Talent
- B) Friends and Food
- C) Looks and Dress
- D) Bank and Accounts

Answer: A) Ability and Talent

### Industry Visit 1 and 2

46. Experience of the Real World of Work

\_\_ helps in experiencing the real world of work.

- A) Interview
- B) Industry visit or Market Scan
- C) Mock interview
- D) Failure

Answer: B) Industry visit or Market Scan

47. Advantage of an Industry Visit

What is the advantage of an Industry visit?

- A) Chance to talk to the family
- B) Chance to talk to the friends
- C) Chance to talk to the experts
- D) Chance to talk to the teachers

Answer: C) Chance to talk to the experts

48. Suitable Place for an Industry Visit for a Chef

Raji is studying to be a chef in a cooking school. Which place is suitable for her to do an industry visit?

- A) Bread factory
- B) Paint factory
- C) Toy factory
- D) Chemical factory

Answer: A) Bread factory

49. Learning During an Industrial Visit

During the industrial visit I will \_\_ about the company/industry that I visit.

- A) Learn about the company/industry that is being visited
- B) Have fun with friends
- C) Do sightseeing
- D) Enjoy all the benefits from the company

Answer: A) Learn about the company/industry that is being visited

50. Benefit of an Industrial Visit in Career Development

How can an industrial visit benefit students in career development?

- A) By providing them with practical skills and industry knowledge
- B) By allowing them to skip regular classes
- C) By offering them immediate employment
- D) By giving them opportunities to relax and have fun

Answer: A) By providing them with practical skills and industry knowledge

### Reflection After Industry Visit

#### 51. Important Observation During Industry Visit

During an industry visit, an important thing to observe is \_\_\_.

- A) Canteen food
- B) Colors
- C) Workers' behavior
- D) Generator

Answer: C) Workers' behavior

#### 52. Opportunities During Industry Visit

\_\_\_ opportunities can also be found during an industry visit.

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

Answer: D) Internship

#### 53. Sharing Experience with Family

After the industrial visit, how did you share your experience with your family members?

- A) Discussing the types of machinery and technology observed
- B) Talking about the company's financial performance
- C) Explaining the products you received from the company

**Solution and Explanation on  
You Tube Channel**



D) Describing the leisure activities during the visit

Answer: A) Discussing the types of machinery and technology observed

54. Most Valuable Takeaway from Industrial Visit

What was the most valuable takeaway from your industrial visit?

- A) Enjoying time away from regular studies
- B) Access to confidential company information
- C) Practical understanding of industry processes and equipment
- D) Opportunities to meet and make new friends

Answer: C) Practical understanding of industry processes and equipment

55. Focus During the Industrial Visit

Which of the following aspects did you focus on the most during your industrial visit?

- A) The quality of food in the cafeteria
- B) The layout and organization of the workplace
- C) The uniforms worn by employees
- D) The decoration of the offices

Answer: B) The layout and organization of the workplace

**Guest Lecture by Alumni Or HR**

56. Formal Interaction with Guest Speaker

A formal interaction between students and a guest speaker is known as \_\_\_.

- A) Teaching

**Solution and Explanation on  
You Tube Channel**



- B) Guest lecture
- C) Speaking
- D) Talking

Answer: B) Guest lecture

#### 57. Purpose of Guest Lectures

Guest lectures act as a platform to talk to alumni about their \_\_\_.

- A) Experience
- B) Hobbies
- C) Family life
- D) Fashion

Answer: A) Experience

#### 58. Question to Avoid Asking Alumni

Which among these is not a question to ask alumni?

- A) New skills learned
- B) Marriage
- C) Decision making skills
- D) Negotiation skills

Answer: B) Marriage

#### 59. Most Important Focus in a Guest Lecture

What is the most important thing to focus on in a Guest Lecture?

- A) Youtube Reels

**Solution and Explanation on  
You Tube Channel**



- B) Expectations of the workplace
- C) Shopping centers
- D) Interview location

Answer: B) Expectations of the workplace

60. Farida Meets an Ex-Student

Farida met an ex-student of her institute. He/she can be called as an \_\_\_.

- A) Alumni
- B) Interviewer
- C) Professor
- D) Referee

Answer: A) Alumni

### Introduction to Platform-Based Jobs

61. Definition of Platform-Based Jobs

\_\_\_ are jobs that you find by being part of a particular online platform or an app.

- A) Platform-based jobs
- B) Mobile interview
- C) Railway platform
- D) None of these

Answer: A) Platform-based jobs

62. Non-Job Platform

**Solution and Explanation on  
You Tube Channel**



Which of these is not a platform for jobs?

- A) Urban Company
- B) Dunzo
- C) Swiggy
- D) Government office

Answer: D) Government office

63. Connection Through Platform-Based Jobs

What is one of the ways in which Platform-based jobs connect workers?

- A) Company to customer
- B) Worker to worker
- C) Worker to customer
- D) Customer to company

Answer: C) Worker to customer

64. Service Booking for House Cleaning

Shilpa wanted to get her house cleaned before Diwali. In which portal can she book this service?

- A) Household work
- B) Software work
- C) Hardware company
- D) Food delivery

Answer: A) Household work

65. Platform for Ordering Food

Chandu is sick and unable to cook food. From which platform can he order food?

- A) Flipkart (product selling app)
- B) Urban Company (home cleaning & repair services)
- C) Swiggy (food delivery)
- D) Myntra (fashion)

Answer: C) Swiggy (food delivery)

**Applying for Jobs through Online Portals**

66. Job Search Engines

Job search engines are also called as \_\_\_.

- A) Page layout
- B) Job portals
- C) Application
- D) Play store

Answer: B) Job portals

67. Specialized Job Portal

Which of the following is a specialized app or portal designed to find jobs?

- A) Zomato
- B) Myntra
- C) Amazon
- D) Naukri

Answer: D) Naukri

### 68. Creating Profiles on Multiple Portals

Creating profiles on multiple portals always helps in \_\_ reach.

- A) Low
- B) Wider/Vast
- C) Limited
- D) Small

Answer: B) Wider/Vast

### 69. Job Portal for Freshers

Ram just finished his training course. Which portal can he use to look for jobs as a fresher?

- A) Freshersworld
- B) Urban Company
- C) Swiggy
- D) Myntra

Answer: A) Freshersworld

### 70. Company Asking for Money

A company is asking for money for applying for a job from Ruhi. She realized that it must be a \_\_ job.

- A) Good
- B) Real
- C) Fake
- D) Great

Answer: C) Fake

### Enrolling for Apprenticeships

71. Full Form of NAPS

What is the full form of NAPS?

- A) National Appraisal Promotion Scheme
- B) National Apprenticeship Promotion Scheme
- C) National Appreciation Pro Scheme
- D) National Apparent Provident Scheme

Answer: B) National Apprenticeship Promotion Scheme

72. NAPS Scheme by

NAPS is a scheme by the Government of India to provide apprenticeship training through the \_\_\_.

- A) Employers
- B) Teachers
- C) Trainers
- D) Professors

Answer: A) Employers

73. Age for NAPS Apprenticeship

NAPS provides apprenticeship training opportunities for a student who has completed \_\_\_ years.

- A) 18

**Solution and Explanation on  
You Tube Channel**



B) 21

C) 14

D) 10

Answer: C) 14

#### 74. Required Qualification for NAPS Registration

Vibha wants to register on the NAPS portal. She should have \_\_ to register.

A) Diploma

B) ITI certificate

C) Degree

D) Masters degree

Answer: B) ITI certificate

#### 75. Benefit on Completion of NAPS Apprenticeship

Arunima has completed an apprenticeship training on NAPS. She will be getting a \_\_ on completion.

A) Certificate

B) Salary

C) Stipend

D) Scholarship

Answer: C) Stipend