

Soft Skill and English Communication Level 1

Q 1) Which type of dress should be worn for an interview ?

- 1) Formal
- 2) Casual
- 3) Traditional
- 4) none of these

Q 2) For men, the colour of the socks should match with which of the following ?

- 1) trousers
- 2) shirts
- 3) shoes
- 4) tie

Q 3) Your workspace should be clean and _____.

- 1) organised
- 2) messed-up
- 3) unsafe
- 4) none of these

Q 4) We should _____ cut our nails.

- 1) regularly
- 2) never
- 3) rarely
- 4) none of these

Q 5) During interviews, we should express our views _____.

- 1) clearly
- 2) in a haste
- 3) aggressively
- 4) none of these

Q 6) Put others in an embarrassing situation by asking them to speak if they don't want
It should _____ in a group discussion.

- 1) never be done
- 2) always be done
- 3) good practice
- 4) none of these

Q 7) Effective time management leads to-

- 1) Increased productivity to achieve goals
- 2) Decrease and manage stress
- 3) better work-life balance
- 4) all of these

Q 8) Tools for Time Management are -

- 1) Calendars

- 2) To-Do lists
- 3) Project tracking tools
- 4) all of these

Q 9) Communication should be -

- 1) clear
- 2) correct
- 3) complete
- 4) all of these

Q 10) Which of the following is a greeting /wish ?

- 1) good morning
- 2) get well soon
- 3) happy journey
- 4) all of these

Q 11) Verbal communications in business takes place through -

- 1) phone call conversation
- 2) face to face conversation
- 3) phone call conversation and face to face conversation
- 4) none of these

Q 12) The term communication is derived from the Latin word “_____” which means to share.

- 1) Communis
- 2) Communica
- 3) Communi
- 4) Community

Q 13) An effective communication must have -

- 1) sender
- 2) receiver
- 3) message
- 4) all of these

Q 14) _____ is a communication between two or more persons wherein the intended message is successfully delivered, received and understood.

- 1) Effective Communication
- 2) Ended Communication
- 3) Closed Communication
- 4) none of these

Q 15) _____ listening is devoted for understanding the message of a speaker, as when we attend a classroom lecture.

- 1) comprehensive
- 2) critical
- 3) empathetic
- 4) appreciative

Q 16) _____ is defined as the process that initiates, guides, and maintains goal-oriented behaviour.

- 1) Motivation
- 2) Attitude
- 3) Aptitude
- 4) all of these

Q 17) Which of the following different theories of motivation has/have been proposed by Psychologists ?

- 1) drive theory
- 2) instinct theory
- 3) humanistic theory
- 4) all of these

Q 18) There are _____ major component to motivation.

- 1) 3
- 2) 4
- 3) 2
- 4) 5

Q 19) _____ is the continued effort toward a goal even though obstacles may exist.

- 1) Persistence
- 2) Intensity
- 3) Activation
- 4) none of these

Q 20) Individually or organisationally, _____ determines what is right and what is wrong, and doing what is right or wrong is what we mean by _____.

- 1) values, ethics
- 2) ethics, values
- 3) values, values
- 4) ethics, ethics

Q 21) Thinking _____ thoughts depletes your energy reserves.

- 1) negative
- 2) positive
- 3) good
- 4) none of these

Q 22) Positive people will have _____ self-confidence than negative people.

- 1) more
- 2) less
- 3) same
- 4) none of these

Q 23) _____ refers to the guidelines for conduct, that address question about morality.

- 1) Ethics
- 2) Values
- 3) Corruption
- 4) none of these

Q 24) _____ differs from person to person while ethics remain uniform.

- 1) Values
- 2) Ethics
- 3) Corruption
- 4) none of these

Q 25) Choose the correct option: A group of words that makes a complete sense or gives complete meaning is called a _____.

- 1) Sentence
- 2) Phrase
- 3) Paragraph
- 4) Story

Q 26) Choose the correct option: England ___ won the Ashes series.

- 1) have
- 2) has
- 3) is
- 4) are

Q 27) Choose the type of sentence: The police caught the thieves who looted the bank.

- 1) Complex
- 2) Simple
- 3) Compound
- 4) None of these

Q 28) Choose the correct option: How many different parts of speech are there in English grammar?

- 1) Eight
- 2) Six
- 3) Seven
- 4) Nine

Q 29) The past tense form for word think

- 1) thought
- 2) taught
- 3) thank
- 4) thinked

Q 30) Choose the correct option: A _____ is a word that is used instead of a noun.

- 1) pronoun
- 2) adjective
- 3) adverb
- 4) verb

Q 31) Choose the correct option: When we get ready for dinner, I have to take my books _____ the table.

- 1) off
- 2) away

- 3) out
- 4) of

Q 32) Choose the correct option: _____ is the complex of mental characteristics that makes each of us unique from other people.

- 1) personality
- 2) emotional tone
- 3) heredity
- 4) confidence

Q 33) Which of the following things can have an effect on the development of an individual's personality?

- 1) physical and mental capabilities
- 2) health and physical appearance
- 3) skin colour, gender, and sexual orientation
- 4) All of these

Q 34) Choose the correct option: A _____ speaker looks into the eyes of the audience.

- 1) confident
- 2) impatient
- 3) rude
- 4) impolite

Q 35) What is the most important thing to do to your hair everyday?

- 1) comb it
- 2) colour it
- 3) cut it
- 4) All of these

Q 36) What should you use every day to avoid armpit odour?

- 1) deodorant
- 2) shampoo
- 3) comb
- 4) Shaving cream

Q 37) When you cough, what should you do?

- 1) cover your mouth with your hand
- 2) turn your head
- 3) cover your mouth with the inside of your elbow
- 4) go home

Q 38) Choose the correct option: Dress code is an example of _____ communication.

- 1) non-verbal
- 2) verbal
- 3) spoken
- 4) written

Q 39) While mentioning the previous job experience in a Resume, you should follow the _____ order.

- 1) reverse chronological
- 2) chronological
- 3) important job first
- 4) jumbled-up

Q 40) Choose the correct option: Unstructured interview is also called _____.

- 1) directive interview
- 2) non directive interview
- 3) collaborative approach interview
- 4) approach interview

Q 41) Choose the correct option: In a group discussion, one must communicate with _____.

- 1) knowledge
- 2) ignorance
- 3) long sentences
- 4) hostility

Q 42) When is the best time to break into a discussion?

- 1) When everyone is silent
- 2) When two or three people are talking simultaneously
- 3) When somebody is concluding the discussion
- 4) All of these

Q 43) Which of these must be avoided in a group discussion?

- 1) speaking fast
- 2) speaking clear
- 3) speaking facts
- 4) asking questions

Q 44) Choose the correct option: A _____ is a monitor of a group discussion.

- 1) moderator
- 2) leader
- 3) manager
- 4) poet

Q 45) Choose the correct option: A group discussion must advance _____.

- 1) truth
- 2) dishonesty
- 3) personal glory
- 4) arguments

Q 46) Which of the following is advantage of time management?

- 1) Less stress
- 2) Inefficient workflow
- 3) Poor work quality
- 4) A poor professional reputation and a stalled career

Q 47) Choose the correct option: Effective time management provides _____ opportunities to achieve important life and career goals.

- 1) greater
- 2) inadequate
- 3) lesser
- 4) equal

Q 48) Choose the correct option: The first model of communication is said to have developed by _____.

- 1) Aristotle
- 2) Plato
- 3) Steiner
- 4) Socrates

Q 49) Choose the correct option: According to Hoben, _____ is the verbal interchange of thought or idea.

- 1) Communication
- 2) Concept
- 3) Writing Skills
- 4) Information

Level 1 Answer key

Question No.	Option	Question No.	Option
1	1	31	1
2	1	32	1
3	1	33	4
4	1	34	1
5	1	35	1
6	1	36	1
7	4	37	1
8	4	38	1
9	4	39	1
10	4	40	1
11	3	41	1
12	1	42	1
13	4	43	1
14	1	44	1
15	1	45	1

16	1	46	1
17	4	47	1
18	1	48	1
19	1	49	1
20	1		
21	1		
22	1		
23	1		
24	1		
25	1		
26	1		
27	1		
28	1		
29	1		
30	1		

Soft Skill and English Communication Level 2

Q 1) There are _____ parts of speech

- 1) 8
- 2) 5
- 3) 6
- 4) 2

Q 2) No sentence can begin with because, because because is a _____.

- 1) Conjunction
- 2) Noun
- 3) Pronoun
- 4) Adverb

Q 3) Which of the following symbol is used for exclamation ?

- 1) !
- 2) .
- 3) ?
- 4) ;

Q 4) A pronoun is usually substituted for a specific noun, which is called its _____.

- 1) antecedent
- 2) precedent
- 3) supercedent
- 4) none of these

Q 5) An adjective modifies or describes a noun or _____.

- 1) Pronoun
- 2) Adverb
- 3) Verb
- 4) none of these

Q 6) SWOT stands for -

- 1) Strengths, Weaknesses, Opportunities and Threats
- 2) Strengths, Weaknesses, Opportunities and Troubles
- 3) Strengths, Weaknesses, Opportunities and Tensions
- 4) none of these

Q 7) Adult personality traits are believed to have a basis in infant _____.

- 1) temperament
- 2) action
- 3) language
- 4) none of these

Q 8) Offices should use _____ designed furniture to help workers maintain good body posture.

- 1) ergonomic
- 2) externally
- 3) agronomic
- 4) none of these

Q 9) During interviews, the interviewee should -

- 1) make eye contact with the interviewer
- 2) be neat and clean
- 3) be punctual and reach before time
- 4) all of these

Q 10) In a group discussion, which of the following activity one should do?

- 1) Disagree politely and agree with what is right.
- 2) Argue and shout
- 3) Look at the evaluators or a particular group member
- 4) Talk irrelevant things and distract the discussion

Q 11) A group discussion among students is being organized to see and evaluate their-

- 1) communication skills
- 2) listening skills
- 3) thinking skills
- 4) all of these

Q 12) Interpersonal skill are based on -

- 1) positive attitude
- 2) decision making
- 3) listening skills
- 4) all of these

Q 13) “Don’t use two words when one will do.” Who said this quote about written communication ?

- 1) Thomas Jefferson
- 2) Winston Churchill
- 3) Adolf Hitler
- 4) Abraham Lincoln

Q 14) The _____ is a type of oral communication wherein the message is transmitted through the spoken words.

- 1) Verbal Communication
- 2) Non-verbal Communication
- 3) Written Communication
- 4) none of these

Q 15) The feedback is immediate in case of _____

- 1) Verbal Communication
- 2) Non-verbal Communication
- 3) Written Communication
- 4) none of these

Q 16) Which of the following is the first stage of listening ?

- 1) hearing
- 2) remembering
- 3) understanding
- 4) responding

Q 17) Importance of listening skill is to -

- 1) understand assignments in a better way and find what is expected from a person
- 2) build rapport with co-workers, bosses, and clients;
- 3) find underlying meanings in what others say
- 4) all of these

Q 18) _____ (component to motivation) involves the decision to initiate a behaviour, such as enrolling in a psychology class.

- 1) Activation
- 2) Persistence
- 3) Intensity
- 4) none of these

Level 2 Answer key

Question No.	Option
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	4
10	1
11	4
12	4
13	1
14	1
15	1
16	1
17	1
18	1