Q.1	Which one of the following is the guideline for developing effective personal non-verbal skills?	**Marks:** 2
		Question ID: 5215913

No	Options Details	Select Option
1	Establish eye contact	
2	Mirror body language	
3	Regular tone of voice	
4	All of these	

Q.2	This type of listening is very intense and directly connects the listener to the speaker.	**Marks:** 2
		Question ID: 5215914

No	Options Details	Select Option
1	Selective listening	
2	Emphatic listening	
3	Evaluative listening	
4	Passive listening	

Q.3 Which one of the following is not the types of barriers to effective listening?

Marks: 2

Question ID: 5215915

No	Options Details	Select Option
1	Social barriers	
2	Physical barriers	
3	Physiological barriers	
4	Psychological barriers	

Q.4 There are _____ commandments of listening that can support one become an effective listener.

Marks: 2

Question ID: 5215916

No	Options Details	Select Option
1	nine	
2	ten	
3	eleven	
4	twelve	

| Q.5 | Which one of the following statements is not correct for delivering an effective speech? | Marks: 2 |
| | | Question ID: 5215917 |

No	Options Details	Select Option
1	Speaker should always collect and organise his thoughts properly before the speech.	
2	Opening of the speech should be able to arouse the interest of the audience.	
3	The speaker should always try to maintain an eye contact with the audience.	
4	Opening with a quotation cannot be very effective.	

| Q.6 | Which one of the following methods is used to treat glossophobia? | Marks: 2 |
| | | Question ID: 5215918 |

No	Options Details	Select Option
1	Psychotherapy	
2	Medications	
3	Both a and b	
4	None of these	

Q.7	Which one of these statements is incorrect?	Marks: 2

Question ID: 5215919

No	Options Details	Select Option
1	When we identify printed words, it is called 'word recognition'.	
2	Comprehending and building an understanding from these words is called comprehension.	
3	Once the words have been identified and the meaning is constructed, it brings a flow of reading that is accurate and automatic, and which helps in achieving fluency in reading.	
4	The person's eagerness and willingness to read the given text does not depend on his motivation.	

Q.8	Which one of the following types of reading which the readers indulge in?	Marks: 2

Question ID: 5215920

No	Options Details	Select Option
1	Reading for pleasure	
2	Reading for knowledge and information	
3	Both a and b	
4	None of these	

Q.9   Choose the correct order of the different stages of the reading process?

No	Options Details	Select Option
1	Pre-reading-->Reading-->Responding-->Exploring-->Applying	
2	Pre-reading-->Responding-->Reading-->Exploring-->Applying	
3	Pre-reading-->Responding-->Exploring-->Reading-->Applying	
4	Pre-reading-->Responding-->Applying-->Exploring-->Reading	

Q.10   Which one of the following styles of reading helps people correct their pronunciation, pitch, speed and fluency?

No	Options Details	Select Option
1	Silent Reading	
2	Loud Reading	
3	Slow Reading	
4	Normal Reading	

Q.11   Which one of the following is the basic style of silent reading?

Marks: 2
Question ID: 5215923

No	Options Details	Select Option
1	Skimming and Scanning	
2	Intensive Reading and Extensive Reading	
3	Both a and b	
4	None of these	

Q.12   Which one of the following is a limitation of written communication?

Marks: 2
Question ID: 5215924

No	Options Details	Select Option
1	It is a time-taking medium	
2	It uses too many resources	
3	It requires good writing skills	
4	All of these	

| Q.13 | Which one of the following is a feature of a business letter? | Marks: 2 |
| | | Question ID: 5215925 |

No	Options Details	Select Option
1	Relevance	
2	Conciseness	
3	Courtesy	
4	All of these	

| Q.14 | Which of the following are the elements in the layout of a business letter? | Marks: 2 |
| | | Question ID: 5215926 |

No	Options Details	Select Option
1	Heading, Date, Reference line and Inside address	
2	Salutation, Body, Complimentary closing and Signature	
3	Both a and b	
4	None of these	

Q.15 Which one of the following is not a type of a business letter?

Marks: 2

Question ID: 5215927

No	Options Details	Select Option
1	Quotation Letter	
2	Complaint Letter	
3	Recovery Letter	
4	None of these	

Q.16 Which one of the following is a tool to help introduce a job seeker in an impressive and personalised manner while applying for a job?

Marks: 2

Question ID: 5215928

No	Options Details	Select Option
1	Resume	
2	Cover letter	
3	Enquiry letter	
4	Quotation letter	

Q.17 Which one of the following refers to the list of activities that have been planned for discussion during a meeting?

Marks: 2

Question ID: 5215929

No	Options Details	Select Option
1	Agenda	
2	Notice	
3	Both a and b	
4	None of these	

Q.18 Which one of the following are a type of minutes of the meeting?

Marks: 2

Question ID: 5215930

No	Options Details	Select Option
1	Minutes of resolution	
2	Minutes of narration	
3	Both a and b	
4	None of these	

Q.19 Which one of the following proposals are requested by the clients and submitted to the buyer as a response to public advertisements?

Marks: 2

Question ID: 5215931

No	Options Details	Select Option
1	Solicited proposals	
2	Unsolicited proposals	
3	Both a and b	
4	None of these	

Q.20 Which one of the following are types of summaries?

Marks: 2

Question ID: 5215932

No	Options Details	Select Option
1	Informative summaries	
2	Descriptive summaries	
3	Both a and b	
4	None of these	

Q.21 Which types of summaries are developed for fictional and literary works?

Marks: 2

Question ID: 5215933

No	Options Details	Select Option
1	Informative summaries	
2	Descriptive summaries	
3	Both a and b	
4	None of these	

Q.22 As per one system of classification, the reports are classified as being what among these?

Marks: 2

Question ID: 5215934

No	Options Details	Select Option
1	Formal reports and informal reports	
2	Long reports and short reports	
3	Business reports and academic reports	
4	All of these	

Q.23	Which one of the following is not a type of special report?	Marks: 2
		Question ID: 5215935

No	Options Details	Select Option
1	Investigation report	
2	Informational report	
3	First information report	
4	Survey/Feasibility report	

Q.24	Based on the purpose of preparation of reports, the reports are divided into what among these?	Marks: 2
		Question ID: 5215936

No	Options Details	Select Option
1	Informative reports and Analytical reports	
2	Routine reports and Special reports	
3	Both a and b	
4	None of these	

Q.25 Which one of the following reports is based on facts and figures, which includes problem identification stage, analysing stage and interpretation stage and then followed by suggestion and recommendation stage?

Marks: 2

Question ID: 5215937

No	Options Details	Select Option
1	Analytical report	
2	Informational report	
3	Special report	
4	Routine report	

Q.26 Depending on the nature of the report, which one of the following is a type of heading?

Marks: 2

Question ID: 5215938

No	Options Details	Select Option
1	Informative heading	
2	Descriptive heading	
3	Both a and b	
4	None of these	

Q.27	Which one of the following is not an element of a presentation?	Marks: 2

Question ID: 5215939

No	Options Details	Select Option
1	Specific content	
2	Structure	
3	Audience	
4	Presenter	

Q.28	In their new hire orientation program, Reliance Group shows a video film where the actor Amitabh Bachchan narrates the journey of the Group founder Dhirubhai Ambani on how he set up the Group. What kind of a presentation structure is this?	Marks: 2

Question ID: 5215940

No	Options Details	Select Option
1	The Drama	
2	The Explanation	
3	Fact and Story	
4	The Pitch	

Q.29 What are the benefits of rehearsal before actual delivery of a presentation?

Marks: 2

Question ID: 5215941

No	Options Details	Select Option
1	Seamless presentation delivery	
2	Smooth and logical transitions	
3	Time presentation	
4	All of these	

Q.30 If you do not make a/an _____ with the audience, then they might feel uncomfortable and doubt your sense of involvement in the delivery of a presentation.

Marks: 2

Question ID: 5215942

No	Options Details	Select Option
1	humour	
2	eye contact	
3	spoken contact	
4	gesture	

Q.31 To deliver an inspiring, energetic and confident presentation, which one of the following should you do?

Marks: 2

Question ID: 5215943

No	Options Details	Select Option
1	Practise	
2	Make contact	
3	Use voice as a tool	
4	All of these	

Q.32 Which type of meeting is called when an organisation wants to introduce a new approach to the members or participants?

Marks: 2

Question ID: 5215944

No	Options Details	Select Option
1	Decision-making meetings	
2	Team-building meetings	
3	Innovation meetings	
4	Information-sharing meetings	

Q.33   For a successful organisation, it is necessary that it should be able to make the best use of which media?

Marks: 2

Question ID: 5215945

No	Options Details	Select Option
1	Mass media	
2	Social media	
3	Both a and b	
4	None of these	

Q.34   Which one of the following is not an example of immediate press release?

Marks: 2

Question ID: 5215946

No	Options Details	Select Option
1	Facebook	
2	Print media	
3	Tweeter	
4	WhatsApp	

Q.35   Which one of the following is conducted for giving training about any subject matter to the participants and is headed by the subject matter expert?

Marks: 2

Question ID: 5215947

No	Options Details	Select Option
1	Workshop	
2	Seminar	
3	Meeting	
4	All of these	

Q.36   Who are known to create a hill out of a mole?

Marks: 2

Question ID: 5215948

No	Options Details	Select Option
1	Subject matter experts	
2	Interviewers	
3	Chairpersons	
4	Mediapersons	

Q.37   Which one of the following points is important for effective communication?

Marks: 2
Question ID: 5215949

No	Options Details	Select Option
1	Identify the objective and Identify the main idea	
2	Determine the supporting details and modify the content as per the receiver	
3	Both a and b	
4	None of these	

Q.38   In organisations, negative messaging is generally used in which situations?

Marks: 2
Question ID: 5215950

No	Options Details	Select Option
1	Denying a leave request	
2	Refusing credit	
3	Cancelling a promotion request	
4	All of these	

Q.39	Which one of the following is the most important component of instructions?	Marks: 2
		Question ID: 5215951

No	Options Details	Select Option
1	Structure	
2	Clarity	
3	Both a and b	
4	None of these	

Q.40	Which one of the following is a part of the structure of an effective telephonic conversation?	Marks: 2
		Question ID: 5215952

No	Options Details	Select Option
1	Beginning	
2	Middle	
3	End	
4	All of these	

Q.41	Which one of the following is not a disadvantage of face-to-face communication?	Marks: 2

Question ID: 5215953

No	Options Details	Select Option
1	Challenging to carry out in case of a large-sized organisation	
2	Receive prompt feedback	
3	Ineffective in case of huge gatherings	
4	Ineffective in case of a passive receiver	

Q.42	Which one of the following is sent along with the application letter for a position to the recruiter?	Marks: 2

Question ID: 5215954

No	Options Details	Select Option
1	Resume	
2	Resume summary	
3	Cover letter	
4	Short bio	

Q.43   Which one of the following is an optional element of a resume?

Marks: 2

Question ID:
5215955

No	Options Details	Select Option
1	Resume summary	
2	Hobbies and interests	
3	Work experience	
4	Educational qualifications	

Q.44   An interview is a formal meeting between a job applicant and a representative of the prospective employer, which can be conducted in any of the given methods.

Marks: 2

Question ID:
5215956

No	Options Details	Select Option
1	Face-to-face	
2	Telephonic	
3	Skype	
4	All of these	

Q.45   Which one of the following types of GD is based on real-life case studies?

Marks: 2

Question ID: 5215957

No	Options Details	Select Option
1	Topic-based GD	
2	Article-based GD	
3	Case-based GD	
4	None of these	

Q.46   Which one of the following is a specialised form of interview in which you will be given a business problem or a puzzle to solve?

Marks: 2

Question ID: 5215958

No	Options Details	Select Option
1	The panel interview	
2	The case interview	
3	The traditional interview	
4	The Skype interview	

Q.47	The word 'communication' has originated from the Latin word 'communis' which means 'common'.	Marks: 2
		Question ID: 5215959

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.48	The principles of communication are known as 5 Cs of communication.	Marks: 2
		Question ID: 5215960

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.49	Informal communication is usually conveyed by the top management to lower levels to communicate rules, procedures and policies.	Marks: 2
		Question ID: 5215961

No	Options Details	Select Option
1	TRUE	
2	FALSE	

Q.50	The most crucial benefit of visual communication is that it draws immediate attention, and is, therefore, mostly used for branding and promotion.	Marks: 2
		Question ID: 5215962

No	Options Details	Select Option
1	TRUE	
2	FALSE	