



INDIAN SCHOOL AL WADI AL KABIR

Class: XII	Department: Commerce
Subject: Marketing	Part I– Employability Skills
OTQs and DTQs	Chapter 1: Communication skills

Qt no.	OBJECTIVE TYPE QUESTIONS
1	Which of the following is not a stage of active listening? a. Receiving b. Understanding c. Non responding d. Evaluating
2	Now, which one do you think is a clear statement? a. He went to his manager and said, “Please allow me to reach office at 11am on Tuesday, 7th April 2026, as I have an appointment with a dentist.” b. He went to his manager and said, “Please allow me to reach late to the office at 11am on Tuesday, 7 th April 2026, as I have an appointment with a dentist.”
3	You work at the front desk of a telecom company. A customer approaches you while you are working. The customer has a query regarding a bill. What would you do? a. Not pay attention to the customer b. Keep the work aside and help the customer c. Continue doing your work while talking inattentively to the customer d. Ask the customer to talk to someone else
4	Which of these is not the element of communication in the process of communication a. Channel b. Receiver c. Sender d. Time
5	Identify the correct kind of sentence for “Why haven’t you submitted your work?” a. Exclamatory b. Interrogative c. Imperative d. Declarative
6	There are _____ basic parts of speech a. Four b. Six c. Five d. Three Noun, Pronoun, Verbs, Adverbs, Adjectives
7	Communication involves a _____ who decodes the message and gives feedback. a. sender b. receiver c. mediator d. Transistor
8	Which is the correct example of active listening a. fidgeting

	b. looking c. Interrupting to ask question d. Making appropriate Facial expression
9	Name all the elements of communication represented by figure? Sender, Encoding channel, receiver, Decoding and Feedback
10	Which of the following kinds of communication do students spend most time engaged in: a. Listening b. Speaking c. Reading d. Writing
11	Active listening is a helpful skill for any person to develop for the following reasons: a. It helps you to understand what people are saying in conversations and meetings b. It can help build rapport with your interviewer. c. To redirect one's focus from needs of the prospective employer or interviewer to oneself d. To help reduce your nervousness during an interview.
12	The process of creating a non-fiction text about current or recent news, items of general interest or specific topic is called _____ a. Writing skills b. Paragraph writing c. Article writing d. None of these
13	The response to a sender's message is called <u>Feedback</u>
14	The message may be misinterpreted because of _____ a. Barriers of communication b. Distortions c. Distraction d. Noise
15	Aura or vibe signals are used to communicate. Identify the type of communication through Aura signal. - Non-Verbal
16	To learn a language, one needs to develop four key skills, namely _____, _____, _____ and _____ a. listening, speaking, reading, and writing b. writing, speaking, learning, hearing c. listening, concentrating, writing, talking d. reading, concentrating, talking, hearing
17	_____ is a two-way process through which information or message is exchanged between individuals using language, symbols, signs or behaviour. a. Information b. Listening c. Communication d. Writing
18	_____ is an art, which comprises both a desire to comprehend, as well as offer support and empathy to the speaker. a. Passive Hearing b. Active participation c. Active Listening d. Passive Listening

19	_____ indicate to the speaker if you are listening or not. Keep your hand and feet still while talking to someone. a. Body Language b. Speaking c. Eye contact d. Gestures
20	Identify the correct kind of sentence for “It is an official trip. You are expected to be there.” a. Exclamatory b. Imperative c. Interrogative d. Declarative
21	The passive voice is used in which of the following statements? a. They are watching a movie b. The clock was repaired by Rohan c. In the room, he is asleep d. My pet dog bit the watchman
22	A _____ statement is one which conveys the exact message that your are trying to convey to the other person. a. Consist b. Clear c. Both a) and b) d. None of the above
23	Identify the object in the sentence John and Matt were playing their PS5 PS5 is an object
24	Which of these sentences is capitalised correctly? a. She is Hungry. b. Riya and sudha are reading. c. The tank is Overflowing with water. d. Jiya is pursuing her higher studies in London.
25	Which of these sentences is punctuated correctly? a. Where is my notebook. b. I have a toasted sandwich, a box of salad and some fruits for lunch. c. She has been shopping, for Nadira and Ryan. d. Theyve asked you to finish the work on time?
26	What are supporting parts of speech? Articles, preposition, conjunction and interjection (4)
DESCRIPTIVE TYPE QUESTIONS	
1	How does the most critical skill in effective communication benefit any salesman in his career? Builds connection, Build trusts, Identifies & solve problems
2	State the steps for active listening skills? 1. Receiving - It involves listening attentively 2. Understanding - It is an informed agreement about something or someone. 3. Remembering - It refers to the retrieval or recall of some information from the past. 4. Evaluating – It is about judging the value, quantity, importance and amount of something or someone. 5. Responding - It is about saying or doing something as a response to something that has been said or done

3	Explain any two differences between formal and informal communication
4	Explain the role of eye contact in active listening
5	Why is active listening important in the workplace? Ans: 1. It helps us build connections. Active listening helps others feel comfortable to share any information with us. When we show our ability to sincerely listen to what others have to say, people will be more interested in talking to us on a regular basis. This can help open up opportunities to collaborate with others, get work done quickly or start new projects. All of these things can help lead us to success in our career. 2. It helps you build trust. When people know they can speak freely with us without interruptions, judgment or unwelcome interjections, they'll confide in us. This is especially helpful when meeting a new customer or business contact with whom we want to develop a long-term working relationship. 3. It helps you identify and solve problems. Actively listening to others will help you detect challenges and difficulties others are facing, or problems within projects. The more quickly you're able to spot these issues, the sooner you can find a solution or create a plan to solve it.
6	Your friend's interview is scheduled for next week with one of the reputed companies of telecom sector. Suggest your friend what to do before and after the interview (Four points each) Do's before an interview (Any 4) • Get a good night's sleep the night before. • Do research. • Eat a good breakfast. • Prepare questions beforehand. • Know who will be interviewing and learn a bit about their background. • Know your strengths and put together a list of them. • Turn off your cell phone • Prepare a solid list of references Do's after an interview (Any 4) • Do let the interviewer decide when the interview is over. • Do ask the interviewer when you will hear from him or her again if he or she does not offer the information. • Drop off a thank you note. Always thank interviewer after you have left. • Follow up appropriately. • Create a list of items that you did well and you like to improve on
7	Mention the steps to be followed in order to teach interview skills in high school. Ans: • Introduce interview skills • Talk about why good interview skills matter • Explore what good job interview skills look like • Group project

	• A practical, and interactive activity for participants to learn how to prepare for a job interview. This activity will help them avoid some common mistakes before or during a job interview.
8	List down the kinds of sentences.