



INDIAN SCHOOL AL WADI AL KABIR

Class: IX	Department: Commerce
Subject: Marketing and Sales	Part I– Employability Skills
Revision Worksheet	Chapter 1: COMMUNICATION SKILLS

Qt no.	
1.	Which of the following methods are used to receive information from the sender through a letter? (a) Listening (b) Speaking (c) Reading (d) Writing
2.	Give an example of Clear communication. (The customer service representative answering the phone promptly to clear the doubts of a customer who has placed an order)
3.	What is the purpose of communication? (a) Inform (tell someone about something) (b) Influence (get someone to do something you want) (c) Share thoughts, ideas, feelings (d) All of the above
4.	Write down two different types of verbal communication. Give an example for each type. (1. Oral or Spoken Communication, eg: group discussion, Talking on a phone, classroom teaching. 2. Written Communication, eg: writing letters, SMS, using emails.)
5.	Which of these is the correct way to convert the sentence “You are studying” into a question? (a) You are studying? (b) Studying you are? (c) Are you studying? (d) Studying are you?
6.	Write down any two factors affecting perspectives in communication. (Language, feelings, visual perception, culture, environment- any two)
7.	“Trying to read a book when somebody else is watching TV in the same room.” What type of communication barrier is this? 1. Language 2. Emotional 3. Environmental 4. Cultural
8.	Identify the object in the sentence, “The children played football.” (a) The children (b) Children played (c) Played (d) Football

9.	<p>A postal code is _____.</p> <p>(a) a group of numbers or letters used to identify a government building.</p> <p>(b) a code used to indicate the door number of a house.</p> <p>(c) a group of numbers or letters used by the post office to identify a region.</p> <p>(d) a code used to identify different post offices.</p>								
10.	<p>What are close-ended questions?</p> <p>(a) Questions that can have any answer</p> <p>(b) Questions that do not have answers</p> <p>(c) Questions with yes/no answers</p> <p>(d) Questions that have many answers.</p>								
11.	<p>Why do we send emails?</p> <p>(a) To reach on time</p> <p>(b) To share documents and files</p> <p>(c) To talk to each other</p> <p>(d) To meet each other</p>								
12.	<p>Which of these is a positive (good) facial expression?</p> <p>(a) Staring hard</p> <p>(b) Nodding while listening</p> <p>(c) Wrinkled forehead</p> <p>(d) Looking away from the speaker</p>								
13.	<p>Which of these is not an appropriate non-verbal communication at work?</p> <p>(a) Putting arm around a co-worker's shoulder</p> <p>(b) Shaking hands firmly</p> <p>(c) Looking at the speaker with a smile</p> <p>(d) Standing with an upright posture</p>								
14.	<p>If your message have all the needed information then it is a _____ communication.</p> <p>(Complete)</p>								
15.	<p>Name the four supporting parts of speech. (articles, conjunctions, prepositions and interjections.)</p>								
16.	<p>Match the Communication Barriers given in column I with examples given in column II</p> <table border="1"> <thead> <tr> <th>Column I</th><th>Column II</th></tr> </thead> <tbody> <tr> <td>1. Cultural</td><td>(i) Talking in Hindi when others know only Tamil.</td></tr> <tr> <td>2. Emotional</td><td>(ii) In some cultures, wearing shoes and walking inside the kitchen is considered rude and disrespectful.</td></tr> <tr> <td>3. Language</td><td>(iii) Parent is not talking to the child.</td></tr> </tbody> </table> <p>Choose the Correct option from the Following:</p> <p>a) 1-(i),2-(ii),3-(iii)</p> <p>b) 1-(ii),2-(iii),3-(i)</p> <p>c) 1-(iii),2-(i),3-(ii)</p> <p>d) 1-(ii),2-(i),3-(iii)</p>	Column I	Column II	1. Cultural	(i) Talking in Hindi when others know only Tamil.	2. Emotional	(ii) In some cultures, wearing shoes and walking inside the kitchen is considered rude and disrespectful.	3. Language	(iii) Parent is not talking to the child.
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17.	<p>How do you receive information on phone?</p> <p>(a) Listening</p> <p>(b) Speaking</p> <p>(c) Reading</p> <p>(d) Writing</p>								

18.	Write down the 3Ps of Public Speaking. (Prepare, Practice, Perform)
19.	Choose the correct example of oral communication. (a) Reports (b) Newspapers (c) Face-to-face conversation (d) Notes
20.	Which of these sentences is in passive voice? (a) They are watching a movie. (b) The clock was repaired by Raju. (c) He is sleeping in the room. (d) My pet dog bit the postman.
21.	When we communicate verbally, we should use _____. (a) difficult words (b) simple words (c) confusing words (d) abbreviations
22.	What are the different types of sounds used in English pronunciation? (a) Vowel sounds (b) Diphthong sounds (c) Consonant sounds (d) All of the above
23.	Give examples of any two common signs used for visual communication. (Signs showing railway crossing, signs for ladies' and gents' toilet, sign for flammable substances)
24.	Which are the five basic parts of speech in the English language? (noun, pronoun, verb, adjective, adverb)
25.	When you are preparing for a presentation, you should _____. (a) focus on the objectives of the presentation (b) practice your speech in front of a mirror or friend (c) do rehearsals to time your presentation of slides (d) All of the above
26.	Identify the subject in the sentence, "The children played football." (a) The children (b) Children played (c) Played (d) Football
27.	What is phonetics? (a) It is the study of how we write words in English. (b) It is the study of how people understand sentences. (c) It is the study of how many words the English language has. (d) It is the study of the sounds we make when we speak.
28.	Renuka is joining a new school. Which of the following questions will help her become comfortable with her new classmates? (a) How long have you been studying here? (b) Would you like to share my lunch? (c) What do you all do in your free time? (d) All the options are correct.

29.	List out the 7Cs of effective communication. (Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.)
30.	Questions can be formed with one of the following: (a) 5W+1H (b) 5H+1W (c) 4H+2W (d) 4W+2H