



## INDIAN SCHOOL AL WADI AL KABIR

<b>Class: XI MARKETING</b>	<b>Department: Commerce</b>
<b>Worksheet No: 1</b>	<b>Topic: Communication Skills</b>

### Multiple choice questions

**Read carefully all the options given below the question and choose the correct option(s).**

1. 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**
  2. Which of the following method is used to receive information from the sender?  
(a) **Listening**  
(b) Speaking  
(c) Telling  
(d) Writing
  3. By which action can a sender send his or her messages?  
(a) Listening  
(b) **Speaking**  
(c) Sleeping  
(d) None of the above
  4. Choose the correct example of oral communication.  
(a) Reports  
(b) Newspapers  
(c) **Face-to-face** interaction  
(d) Notes
  5. What are the words we should use when we communicate verbally?  
(a) Use straight words  
(b) **Use simple words**  
(c) Use precise words  
(d) Use fixed words
  6. Why do we send emails?  
(a) To communicate information  
(b) To share documents and files  
(c) To talk to each other  
(d) **Both (a) and (b)**
  7. Which of these is a positive (good) facial expression?
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- (a) Staring hard
- (b) **Nodding while listening**
- (c) Wrinkled forehead
- (d) Looking away from the speaker

8. What does an upright (straight) body posture convey or show?

- (a) Shyness
- (b) Fear
- (c) **Confidence**
- (d) Intelligence

9. Which of these is not an appropriate non-verbal communication at work?

- (a) **Putting arm around a coworker's shoulder**
- (b) Shaking hands firmly
- (c) Looking at the speaker with a smile
- (d) Standing with an upright posture

10. When you are preparing for a presentation, you should

- (a) focus on the message
- (b) practice hand gestures (
- c) try different speaking techniques
- (d) **All of the above**

11. 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.**

12. What are the different types of sounds we use in English pronunciation?

- (a) Vowel sounds
- (b) Diphthong sounds
- (c) Consonant sounds
- (d) **All of the above**

13. You have been standing in a queue for a long time to buy tickets for a movie. A man suddenly comes and stands in front of you, out of turn. What should you do?

- (a) Scream at the person so that he never repeats the mistake
- (b) **Inform him politely that there is a queue and everyone is waiting for their turn**
- (c) Stay quiet and let the person go ahead
- (d) Not say anything directly but complain about him to other people

14. A good friend of yours is very upset as her best friend has had a terrible accident. You are tired from the day's work. The phone rings and the caller I.D. shows that it's her. What should you do?

- (a) Ignore the call because you are tired
- (b) Answer the call and talk to her for as long as she wants to
- (c) Tell her that you are too tired and she should call someone else
- (d) **Listen to her for some time and then tell her that you will talk again tomorrow**

15. One of your friends is taking a leave and wants you to tell the teacher that he is sick. What should you tell your friend?

- (a) Yes, I can do that.
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b) No, I cannot do that because I don't want to lie to the teacher.

(c) **I understand that you want to take leave but why don't you tell the correct reason?**

(d) No. I cannot help you.

16. Select the option which completes the sentence correctly — I have to go to the doctor \_\_\_\_ I will not be coming to school on Monday.

(a) and

(b) but

(c) **so**

(d) because

17. What is a sentence?

(a) A group of ideas that forms a complete paragraph.

(b) **A group of words that communicates a complete thought.**

(c) A set of rules that we must follow to write correctly.

(d) A set of words that contains all the basic punctuation marks.

18. Which of these sentences is capitalised correctly?

(a) I am Hungry. (b) Divya and sunil are reading.

(c) The bucket is Full of water.

(d) **She lives in Delhi**

19. Which of these sentences are punctuated correctly?

(a) Where are you going.

(b) I have a pen a notebook and a pencil.

(c) **I am so happy to see you!**

(d) This is Abdul's house?

20. Identify the subject in the sentence, "The children played football."

(a) **The children**

(b) Children played

(c) Played

(d) Football