



INDIAN SCHOOL AL WADI AL KABIR

Class: X	Department: Skill Education	Date – 06.09.26
Worksheet (WS)	SUB: Introduction to Tourism (ITT) PART-B-UNIT-1-SOFT SKILLS	Note: Pl. file it in the portfolio
Name of the student	Class / Section	Roll no.

- 1. What are soft skills?**
 - A. Technical skills
 - B. Interpersonal and personal skills
 - C. Computer skills only
 - D. Physical skills
- 2. Which of the following is an important soft skill?**
 - A. Communication
 - B. Typing speed
 - C. Coding
 - D. Machine operation
- 3. Communication means:**
 - A. Only speaking
 - B. Exchange of information and ideas
 - C. Only writing
 - D. Listening to music
- 4. Which is an example of verbal communication?**
 - A. Facial expression
 - B. Hand gesture
 - C. Speaking
 - D. Eye contact
- 5. Which of the following is non-verbal communication?**
 - A. Speaking
 - B. Writing an email
 - C. Facial expressions
 - D. Giving a speech
- 6. Good listening involves:**
 - A. Interrupting the speaker
 - B. Paying attention to the speaker
 - C. Looking away
 - D. Ignoring the message
- 7. Teamwork means:**
 - A. Working alone
 - B. Working together to achieve a common goal

- C. Avoiding responsibilities
- D. Competing with everyone
- 8. **Which quality is important for effective teamwork?**
 - A. Cooperation
 - B. Selfishness
 - C. Anger
 - D. Laziness
- 9. **A positive attitude means:**
 - A. Always expecting failure
 - B. Looking at situations constructively
 - C. Avoiding challenges
 - D. Blaming others
- 10. **Problem-solving skills help a person to:**
 - A. Avoid all responsibilities
 - B. Find suitable solutions to problems
 - C. Create more problems
 - D. Ignore difficulties
- 11. **Which of these shows good interpersonal skills?**
 - A. Respecting others
 - B. Interrupting others
 - C. Being rude
 - D. Refusing to cooperate
- 12. **Time management means:**
 - A. Wasting time
 - B. Using time effectively
 - C. Avoiding schedules
 - D. Delaying every task
- 13. **Self-confidence means:**
 - A. Believing in one's abilities
 - B. Thinking others are inferior
 - C. Being afraid of challenges
 - D. Avoiding decisions
- 14. **Which skill is especially important when dealing with tourists?**
 - A. Communication skill
 - B. Fighting skill
 - C. Sleeping skill
 - D. Gaming skill
- 15. **A tourism professional should treat customers with:**
 - A. Rudeness
 - B. Respect and courtesy
 - C. Anger
 - D. Indifference

16. **Empathy means:**
- A. Understanding another person's feelings
 - B. Ignoring other people
 - C. Criticising everyone
 - D. Avoiding communication
17. **Which of the following can improve communication?**
- A. Active listening
 - B. Interrupting
 - C. Speaking unclearly
 - D. Ignoring feedback
18. **Feedback is:**
- A. A response to a message or performance
 - B. A type of punishment
 - C. A travel document
 - D. A computer program
19. **Which behaviour demonstrates professionalism?**
- A. Being punctual
 - B. Being careless
 - C. Ignoring customers
 - D. Arriving late
20. **Why are soft skills important in the tourism industry?**
- A. They help professionals interact effectively with customers and colleagues.
 - B. They eliminate the need for communication.
 - C. They are useful only for managers.
 - D. They are unrelated to customer service.

ANSWERS

1.B	6.B	11.A	16.A
2.A	7.B	12.B	17.A
3.B	8.A	13.A	18.A
4.C	9.B	14.A	19.A
5.C	10.B	15.B	20.A

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