

# mcq-analytical-reasoning-04-mar-2023

Total points 0/2 ?

Upskill India Jan 2023 Program.

0 of 0 points

I swear on my country (motherland), I swear on my mother tongue, I swear on my family, \*  
that I will take this test sincerely and honestly.



(Icon created by kosonicon - Flaticon)

☒ I SWEAR.

Enter your registered email as per enrollment in Open Mentor portal or Naan Mudhalvan Portal \*

n/a

Enter your Naan Mudhalvan Id, if applicable. Otherwise, enter N/A \*

n/a



\*

.../1

☒ Option 1

No correct answers

- ✗ You are a Retail Assistant working in the Saldringham branch of More Than Pens plc, a national stationer's chain. More Than Pens has over 1000 stores, primarily in the UK, including 451 travel outlets at airports, train stations and motorway service areas and 627 high street stores. More Than Pens sells a wide range of newspapers, magazines, books, stationery and impulse products; most branches are open 7 days a week between 8.30am and 5.30pm. As a Retail Assistant you are responsible for providing exceptional customer service whilst demonstrating product knowledge to maximise sales. You work primarily in the book section of the Saldringham branch, however all the branch staff work as a unified team and therefore you are often required to work in other sections throughout the store. \*0/1

### Situation

A customer has been browsing in your section for about 10 minutes and is looking increasingly dissatisfied and frustrated. He approaches you and asks whether you have a particular book that he is looking for, and after checking on your computer, you have to inform him that it is currently 'out of stock'.

In this situation, what will be your most likely action to perform?

- ☒ Apologise that the book is unavailable and suggest he try [Morethanpens.co.uk](https://www.morethanpens.co.uk) or another online retailer instead. ✗
- ☐ Suggest he try the Alpston branch of More Than Pens (which is the nearest neighbouring town, 40 minutes drive away) or other bookshops in Saldringham.
- ☐ Give the customer the ISBN (book serial number) of the book so that he can easily and quickly search it out elsewhere, either online or at another bookshop.
- ☐ Offer to order the book for the customer and let him know how long this will take. Offer to call him when the book arrives.

Correct answer

- ☒ Offer to order the book for the customer and let him know how long this will take. Offer to call him when the book arrives.

✗ You are a Retail Assistant working in the Saldringham branch of More Than Pens plc, \* a national stationer's chain. More Than Pens has over 1000 stores, primarily in the UK, including 451 travel outlets at airports, train stations and motorway service areas and 627 high street stores. More Than Pens sells a wide range of newspapers, magazines, books, stationery and impulse products; most branches are open 7 days a week between 8.30am and 5.30pm. As a Retail Assistant you are responsible for providing exceptional customer service whilst demonstrating product knowledge to maximise sales. You work primarily in the book section of the Saldringham branch, however all the branch staff work as a unified team and therefore you are often required to work in other sections throughout the store.

**Situation:**

It is a Tuesday morning and a colleague in the stationery section is away on sick leave. At 11am you are on your way to the staff room to take a quick tea break when, passing through the stationery section, you notice that it is in a reasonable amount of disarray. Products have fallen on the floor and been left lying there, shelves are untidy and some products are on the wrong shelves.

In this situation, what will be your least likely action to perform?

- ☒ Take your tea break and then on the way back quickly tidy up a few bits and pieces if it's still in a state. ✗
- ☐ Go back to your section and ask your team leader whether you can be spared for 10 or 15 minutes to help out in stationery. If agreed, offer your help to the stationery team leader to quickly tidy up the area and take your tea break at 11.30am.
- ☐ Do nothing. The stationery team leader probably has it all under control and will deal with it soon. It's understandable that there's a bit of a mess as someone is away and you don't want to insult the stationery team by mentioning anything.
- ☐ Inform the stationery team leader that there is a problem with the presentation of the section.

Correct answer

- ☒ Inform the stationery team leader that there is a problem with the presentation of the section.

✗ You are a Retail Assistant working in the Saldringham branch of More Than Pens plc, \* a national stationer's chain. More Than Pens has over 1000 stores, primarily in the UK, including 451 travel outlets at airports, train stations and motorway service areas and 627 high street stores. More Than Pens sells a wide range of newspapers, magazines, books, stationery and impulse products; most branches are open 7 days a week between 8.30am and 5.30pm. As a Retail Assistant you are responsible for providing exceptional customer service whilst demonstrating product knowledge to maximise sales. You work primarily in the book section of the Saldringham branch, however all the branch staff work as a unified team and therefore you are often required to work in other sections throughout the store.

**Situation:**

It is late June. You have just had your monthly 'book section' team meeting and your team leader has given you a special target for next month. You have been asked to work towards increasing sales of children's books by 15% compared to last July's figures. July is always a difficult month for children's products as it is the end of the summer term and families don't tend to spend money on books or stationery for children at this time. You will not have any extra budget available to achieve this goal.

In this situation, what will be your least likely action to perform?

- ☒ Put a hand-written poster near the till promoting the great range of summer activity books that More Than Pens stock for children. ✗
- ☐ Pick out a selection of summer-themed books and 'summer holiday' activity books and put them near the front of the children's area.
- ☐ Tidy up the children's book area and make it look as presentable as possible.
- ☐ Approach as many customers with children (or who look like they may have children or grandchildren) and politely mention to them that More Than Pens has a great range of summer holiday activity books and story books for children and show them where the children's books are.x

Correct answer

- ☒ Tidy up the children's book area and make it look as presentable as possible.

- ✓ You are a Retail Assistant working in the Saldringham branch of More Than Pens plc, \* a national stationer's chain. More Than Pens has over 1000 stores, primarily in the UK, including 451 travel outlets at airports, train stations and motorway service areas and 627 high street stores. More Than Pens sells a wide range of newspapers, magazines, books, stationery and impulse products; most branches are open 7 days a week between 8.30am and 5.30pm. As a Retail Assistant you are responsible for providing exceptional customer service whilst demonstrating product knowledge to maximise sales. You work primarily in the book section of the Saldringham branch, however all the branch staff work as a unified team and therefore you are often required to work in other sections throughout the store.

**Situation:**

You are doing a stint on the till on a busy Saturday afternoon. You are working on the main bank of tills at the exit to the shop where customers from all parts of the shop can go to purchase their items. Suddenly the credit card transaction system stops working and one of the team leaders tells you that it will be 15 minutes until the system provider can fix the problem. There is a long queue of customers waiting.

In this situation, what will be your most likely action to perform?

- ☒ Talk to the team leader and suggest that someone goes down the line of customers informing them of the problem and how long it will take to resolve. This will save customers queuing up in case they have no cash or chequebook on them. ✓
- ☐ Continue serving customers and apologise about the lack of availability of credit card payment.
- ☐ Ask the team leader what to do.
- ☐ Take the opportunity to take your afternoon tea break as it appears that most customers will have to come back later when the system is working again.

✗ Argument 1. If Socrates shopped at Walmart yesterday he bought tamales with a two- \*  
for-one Walmart coupon. Argument 2. Socrates shopped at Walmart yesterday.  
If the argument 1 can be put in a more regimented form, as follows:  
IF [Socrates shopped at Walmart yesterday] THEN [he bought tamales with a two-for-  
one Walmart coupon].  
WE CAN SEE THAT ARGUMENT 1 IS AN INSTANCE OF MODUS PONENS, AND IS,  
THEREFORE, VALID.

How many premises does Argument 1 have?

☒ one

✗

☐ two

☐ threee

☐ none

Correct answer

☒ two

- ✓ Argument 1.If Socrates shopped at Walmart yesterday he bought tamales with a two-for-one Walmart coupon. Argument 2. Socrates shopped at Walmart yesterday. \*
- If the argument 1 can be put in a more regimented form, as follows:  
IF [Socrates shopped at Walmart yesterday] THEN [he bought tamales with a two-for-one Walmart coupon].
- WE CAN SEE THAT ARGUMENT 1 IS AN INSTANCE OF MODUS PONENS, AND IS, THEREFORE, VALID.

How many conclusions does Argument 1 have?

- ☒ one ✓
- ☐ two
- ☐ three
- ☐ none

- ✓ Argument 1.If Socrates shopped at Walmart yesterday he bought tamales with a two-for-one Walmart coupon. Argument 2. Socrates shopped at Walmart yesterday. \*
- If the argument 1 can be put in a more regimented form, as follows:  
IF [Socrates shopped at Walmart yesterday] THEN [he bought tamales with a two-for-one Walmart coupon].
- WE CAN SEE THAT ARGUMENT 1 IS AN INSTANCE OF MODUS PONENS, AND IS, THEREFORE, VALID.

"Socrates shopped at Walmart yesterday." is \_\_\_\_\_.

- ☒ Premise ✓
- ☐ Conclusion
- ☐ Both Premise and a Conclusion
- ☐ none



✗ Argument 1. If Socrates shopped at Walmart yesterday he bought tamales with a two- \*  
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THEREFORE, VALID.

"Socrates shopped at Walmart yesterday." is \_\_\_\_\_.

☒ True



☐ false

Correct answer

☒ false

✗ Argument 1. If Socrates shopped at Walmart yesterday he bought tamales with a two-for-one Walmart coupon. Argument 2. Socrates shopped at Walmart yesterday. If the argument 1 can be put in a more regimented form, as follows:  
IF [Socrates shopped at Walmart yesterday] THEN [he bought tamales with a two-for-one Walmart coupon].  
WE CAN SEE THAT ARGUMENT 1 IS AN INSTANCE OF MODUS PONENS, AND IS, THEREFORE, VALID.

"Socrates shopped at Walmart yesterday." is \_\_\_\_\_.

☒ Valid



☐ Invalid

☐ neither valid nor invalid

☐ possibly valid and possibly invalid

Correct answer

☒ neither valid nor invalid

✓ If the first two statements are true, is the final statement true? \*

*Most snakes are green.*

*Most snakes are quick.*

*At least one snake is both green and quick.*

☒ yes



☐ no

☐ uncertain

✗ **Assume the first two statements are true: \***

All athletes are hard workers.

Alice is not an athlete.

Alice is not a hard worker.

**Is the final statement:**

☒ true

✗

☐ false

☐ uncertain

Correct answer

☒ uncertain

✗ **Nathan and Sean were in the same math class. Their teacher returned the tests she had graded. When they saw their grades, Nathan smiled, but Sean looked unhappy. The teacher said that many students had received low grades, and she hoped they would study more for the next test. Read each question and mark the BEST answer on the answer sheet.**

**Question: Based on this story, what is MOST LIKELY to be true?**

☒ Nathan received a better grade on the test than Sean did.

✗

☐ Nathan usually receives better grades than Sean in math.

☐ Sean had expected to do better on the test than he did.

☐ Sean did not do as well on the test as he would have liked

Correct answer

☒ Sean did not do as well on the test as he would have liked

- ✓ Nathan and Sean were in the same math class. Their teacher returned the tests she had graded. When they saw their grades, Nathan smiled, but Sean looked unhappy. The teacher said that many students had received low grades, and she hoped they would study more for the next test. Read each question and mark the BEST answer on the answer sheet. \*

Question: What does the teacher believe?

- ☒ Studying helps students do well on math tests. ✓
- ☐ Many students did not study for the test.
- ☐ None of the students studied enough for the test.
- ☐ Students cannot do well in math without studying

- ✓ Natalie and Robert are in the same gym class. Natalie was the fastest runner in the class. Robert did the most pull-ups. Each student claimed to be the best athlete in the class. David said neither one could be the best because both students are short, and tall people are usually better athletes. After a lot of talking, the students agreed to let their friend Simon decide who is the best. \*

Question: Simon knew Natalie won second place in the pull-up contest, and Robert was fourth in running. Robert is taller than Natalie. Why did Simon MOST LIKELY choose Natalie as best athlete?

- ☒ a. Overall, Natalie did better than Robert. ✓
- ☐ b. Simon likes Natalie better than Robert.
- ☐ c. Robert is too slow to be the best athlete.
- ☐ d. Overall, Simon thinks short people are better athletes.

✗ Natalie and Robert are in the same gym class. Natalie was the fastest runner in the class. Robert did the most pull-ups. Each student claimed to be the best athlete in the class. David said neither one could be the best because both students are short, and tall people are usually better athletes. After a lot of talking, the students agreed to let their friend Simon decide who is the best. \*

Question: What is LEAST likely to be true in this story?

☒ Natalie and Robert think short people are usually good athletes. ✗

☐ Natalie and Robert think being the best athlete is important.

☐ Natalie and Robert think Simon will make a fair decision.

☐ Natalie and Robert think David is not a good judge of athletes

Correct answer

☒ Natalie and Robert think David is not a good judge of athletes

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