

Question # 1

Revisit

Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

A) This is _____ (1) your complaint about the mistakes in the monthly bill. We are extremely sorry for this. There have been some technical problems with the application which generates the bills. We are in the process of rectifying these problems and _____ (2) that the correct bill will reach you within the next five days. We deeply regret the inconvenience this may have caused you. Please feel free to contact us if you have further concerns.

B) _____ (3) taking several steps, we have been unable to present reasonable estimates to the client. We need to _____ (4) more efficient means to _____ (5) the data. Perhaps we could take this up during our next meeting.

Choose the right option for blank 1

☐ associating
☐ regarding
☐ connecting
☐ referencing

Question # 2

Revisit

Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

A) This is _____ (1) your complaint about the mistakes in the monthly bill. We are extremely sorry for this. There have been some technical problems with the application which generates the bills. We are in the process of rectifying these problems and _____ (2) that the correct bill will reach you within the next five days. We deeply regret the inconvenience this may have caused you. Please feel free to contact us if you have further concerns.

B) _____ (3) taking several steps, we have been unable to present reasonable estimates to the client. We need to _____ (4) more efficient means to _____ (5) the data. Perhaps we could take this up during our next meeting.

Choose the right option for blank 2

☒ predicted
☐ felt
☐ estimate
☐ thinking
Clear Response

Question # 3

Revisit

Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

A) This is _____ (1) your complaint about the mistakes in the monthly bill. We are extremely sorry for this. There have been some technical problems with the application which generates the bills. We are in the process of rectifying these problems and _____ (2) that the correct bill will reach you within the next five days. We deeply regret the inconvenience this may have caused you. Please feel free to contact us if you have further concerns.

B) _____ (3) taking several steps, we have been unable to present reasonable estimates to the client. We need to _____ (4) more efficient means to _____ (5) the data. Perhaps we could take this up during our next meeting.

Choose the right option for blank 3

☒ Because of
☐ Although
☐ In spite
☐ Despite
Clear Response

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Question # 4 Revisit Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

A) This is _____ (1) your complaint about the mistakes in the monthly bill. We are extremely sorry for this. There have been some technical problems with the application which generates the bills. We are in the process of rectifying these problems and _____ (2) that the correct bill will reach you within the next five days. We deeply regret the inconvenience this may have caused you. Please feel free to contact us if you have further concerns.

B) _____ (3) taking several steps, we have been unable to present reasonable estimates to the client. We need to _____ (4) more efficient means to _____ (5) the data. Perhaps we could take this up during our next meeting.

Choose the right option for blank 4

- ☒ plan
- ☐ devise
- ☐ think
- ☐ produce

[Clear Response](#)

Question # 5 Revisit Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

A) This is _____ (1) your complaint about the mistakes in the monthly bill. We are extremely sorry for this. There have been some technical problems with the application which generates the bills. We are in the process of rectifying these problems and _____ (2) that the correct bill will reach you within the next five days. We deeply regret the inconvenience this may have caused you. Please feel free to contact us if you have further concerns.

B) _____ (3) taking several steps, we have been unable to present reasonable estimates to the client. We need to _____ (4) more efficient means to _____ (5) the data. Perhaps we could take this up during our next meeting.

Choose the right option for blank 5

- ☒ capture
- ☐ hold
- ☐ enclose
- ☐ catch

[Clear Response](#)

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Question # 1 Revisit Choose the best option(s)

While communicating with clients, one must NOT:

- ☐ Disagree
- ☐ Express opinions
- ☐ Make assumptions based on unclear understanding
- ☐ Hesitate to ask for clarifications

Question # 2 Revisit Choose the best option(s)

Leading a multicultural team is challenging. Of the multiple skills required to succeed at it, empathy is an essential one. An empathetic leader is (more than one answer):

- ☒ unaffected by a team member's unhappiness
- ☐ concerned with the well-being of his/her team members
- ☐ unable to imagine what the team members are feeling
- ☐ aware when someone from the team is upset

[Clear Response](#)

Question # 3 Revisit Choose the best option(s)

In which of the following country cultures do people prefer to arrive at a consensus, when making a decision? (More than one answer)

- ☒ UK
- ☐ Netherlands
- ☐ Sweden
- ☐ India

[Clear Response](#)



Question # 4

Revisit

Choose the best option(s)

In which of the following countries do people feel upset if professional work intrudes into their personal time?

☒ South Korea

☐ USA

☐ Australia

☐ Japan

Clear Response

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Question # 5

Revisit

Choose the best option

Small talk is the same as an elevator pitch.

☒ Yes, they are the same, as both are used to build rapport.

☐ No. An elevator pitch is intended to convince the listener to take up your offer / stance / idea or product

Clear Response

Question # 1

Revisit

Choose the best option

Which of the following would be a more convincing approach when wishing to obtain senior management buy-in for a solution to a customer problem, proposed during a presentation?

(A) Displaying a graph comparing the growth achieved through the use of the innovation, as against the growth achieved using the status quo approach, within the given timeline

(B) Telling a story, supported by data, to recount the difficulties faced by end-users of the system; and following up with the changes introduced by the innovation, including the end-users' feedback

Please select the correct answer option.

☒ Both (A) and (B)

☐ Neither (A) nor (B)

☐ (A)

☐ (B)

Clear Response

Question # 2

Revisit

Choose the best option(s)

Sheena would like to adapt the storytelling method to present her business case to her customers. She requested Runa to provide her with the guidelines. Which advice from Runa is correct? (More than one correct answer):

☒ Focus on features and facts rather than characters and timelines.

☐ Structure thoughts to express the complete idea, which needs to be presented, using a proper tone and pace while speaking.

☐ Face the audience with positivity and manage time effectively.

☐ There is no need to follow any format for storytelling in business.

Clear Response

Question # 3

Revisit

Choose the best option(s)

You are part of the onsite client team. You have received a call from the offshore team Manager about the increase in the daily average of logged tickets. He would like to add 2 more resources to the offshore team. The offshore Manager calls you to discuss the same.

What are some of the questions that may make him feel that his decision is being opposed and hence result in him becoming defensive or offensive in his responses? (More than one correct answer)

☒ What do you think would be the possible risks if we did not increase manpower?

☐ In your opinion, what benefits could we expect if we were to add two additional resources?

☐ Don't you see this will increase the budget by a big margin?

☐ Have you considered other options to tackle this problem? Would you like to elaborate on them?

☐ What makes you think this addition will be approved?

Clear Response

Question # 4

Revisit

Choose the best option(s)

To make your Articulation journey truly Agile:

☒ A. Understand your audience's need and orient the articulation based on this

☐ B. Spend time on structuring information logically, to help your users scan quickly and access the info they need


☐ C. Be concise and to-the-point

☐ Only A and B

Clear Response



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Question # 6  Revisit

You are in a team meeting to discuss the timelines for completing a specific task. Two of your team members are not keeping well and others have to pitch in to do their work as well. Your Project Manager, Zain, insists that the deliverables need to be completed in a week's time because the project is going live soon. However, you feel that rushing will affect the quality of the work as well as the morale of the team. You also understand that Zain is under a lot of pressure from the client. From the statements below, choose the most appropriate way in which you could respond to Zain.

Choose the best option

- ☒ "Zain, two of our team members are on sick leave. It is not realistic to complete this task in a week's time."
- ☐ "The team is very upset with the fact that you are very rigid about the timeline, especially in the given situation."
- ☐ "Zain, I understand your situation. However, in my opinion I think we need to have a call with the client to explain the situation. He might be willing to extend the timeline."
- ☐ "Zain, I don't agree with your decision but I will inform the team, anyway."

[Clear Response](#)


Question # 5  Revisit

Pankaj is having a conversation, over a cup of coffee, with his client about the Indian education system. Which of these points will help him generate ideas? (More than one correct answer)

Choose the best option(s)

- ☒ Asking WH questions (What, why, when, where, how, etc.)
- ☐ Awareness of the context or the background of the topic being discussed. For example, he can think of the topic in the context of TCS's contribution to the Indian education system.
- ☐ Use voice modulation so that others can understand him better.
- ☐ Use questions to get a deeper understanding of the topic.

[Clear Response](#)

Question # 1  Revisit

Read about the three ways in which leadership can embrace Agile.
For each question 1 – 5, choose the correct word and fill in the blanks.

How Leadership can embrace Agile

Agile has gained zealous supporters worldwide ever since it helped major firms like Amazon, Spotify, and Netflix to (1) _____ (transform/start/consolidate) their businesses — it made them leaner, and more innovative and (2) _____ (responsive/responsible/dependable) to customers. Research firm Gartner predicts 80% of large enterprises will adopt Agile by 2021. However, some senior executives do not (3) _____ (simply/mainly/completely) understand Agile, which limits their ability to adopt the methodology. Skepticism, incomprehension, and career concerns have been major causes (4) _____ (behind/as/towards) their resistance to Agile. If we look at the dozens of companies that have already made the transition to Agile, there are three measures that have allowed them to adapt quickly.

The first is to focus on benefits:
To overcome skepticism, convince executives that Agile will improve operations before addressing how those results will be achieved. If your enterprise leaders tend (5) _____ (moving/to lean/stressing) more towards data, you could get them up to speed with the latest study by the American Institute of CPAs and the Chartered Institute of Management Accountants (AICPA/CIMA).

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Question # 1

Revisit

Read the article below and answer the question.
For each question choose the correct answer.

A Will of Iron and Guts of Steel

(1) Born on 3 March, 1839, in the sleepy town of Navsari in Gujarat, Jamsetji was the first child and only son of Nusserwanji Tata, the scion of a family of Parsee priests.

(2) The entrepreneurial acumen of Jamsetji, coupled with his nationalistic outlook, which led him to believe that the fruits of his business success would enrich the whole nation, made him truly unique. Among various other factors, widespread poverty across the nation was at the root of this entrepreneur's philosophy. From 1880 till his death in 1904, he concentrated solely on three missions: setting up an iron and steel company, generating hydroelectric power, and creating a world-class educational institution that would enrich Indian minds in the sciences. Though none of his dreams were fully realised during his lifetime, the seeds had been sown, and the pathway made, for his successors to take up, fructify and give glorious expression to each of his dreams.

(3) The enormity of Jamsetji's vision was apparent in his entrepreneurial qualities. Long before the steel plant was established, Jamsetji had thought about the welfare of his employees. He laid out plans for them to have a conducive workplace, shorter working hours and employee benefits such as provident fund and gratuity. This was long before such aids were made statutory in workplaces the world over. Not only did he envision a content and productive work force, he also envisioned a planned green city. The city thus born out of his vision, in later years, under the aegis of Jamsetji's son, Sir Dorab Tata, aptly came to be called Jamshedpur. Jamsetji also experimented with a new form of management wherein he became a salaried managing director, reporting to a functional board of directors. All of this happened long before the term Corporate Governance was even conceived.

(4) Humanitarianism, humility and charity were values that Jamsetji held close to his heart and he believed that Indians had fine brains and that they had to be nurtured in order for them to be brought out of the black hole of poverty. He never really believed in hands-on charity. Hence, he established the JN Tata Endowment in 1892, which helped Indian students to pursue higher studies abroad. The Indian Institute of Science was established with similar focus, for which Jamsetji assured Rupees Three hundred thousand from his personal fortune. But it was a very long wait before any tangible results came through.

(4) Humanitarianism, humility and charity were values that Jamsetji held close to his heart and he believed that Indians had fine brains and that they had to be nurtured in order for them to be brought out of the black hole of poverty. He never really believed in hands-on charity. Hence, he established the JN Tata Endowment in 1892, which helped Indian students to pursue higher studies abroad. The Indian Institute of Science was established with similar focus, for which Jamsetji assured Rupees Three hundred thousand from his personal fortune. But it was a very long wait before any tangible results came through.

(5) Jamsetji held a passion and commitment that ran so deep that it propelled him along his path to success. The set of values and morals that Jamsetji believed and practiced have been handed down to all associated with the Tata Group in the form of the 'Tata Code of Conduct', to imbibe those values and take pride in upholding the high standards of corporate and personal behaviour.

1) According to the text, what set Jamsetji Tata apart from other entrepreneurs?

Choose the best option

- ☐ He was the first Parsee to become an entrepreneur.
- ☐ He not only had business expertise but also a love for his nation.
- ☐ He infused empathy in his business philosophy.



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