

Telephonic Etiquettes

Tick the incorrect option in a telephonic conversation:

Asking to speak with someone

i. Is Fred in? (formal)

ii. Is Jackson there, please? (informal)

iii. Can I talk to your sister? (informal)

iv. May I speak with Mr. Green, please?

Tick the option to be avoided in telephonic conversation while

Connecting someone:

i. Just a sec. I'll get him. (informal)

ii. Hang on one second. (formal)

iii. Please hold and I'll put you through to his office.

iv. One moment please.

Tick the best option to be used in telephonic conversation while Taking a message for someone

i. I'm afraid he's stepped in.

ii. He's lunching right now. Who's calling?

iii. He's busy right now. Call again later?

iv. I'll let him know you called.

4. Which phrase should be avoided to show the absence of someone in telephonic conversation:

i. I'm afraid Mr Martin isn't in at the moment.

ii. I'm sorry, he's in a meeting at the moment.

iii. He is on another line at the moment. Call on the other number.

iv. I'm sorry, I don't understand. Could you repeat that, please?

5. Which phrase should be avoided while taking a message in a telephonic conversation:

i. Can I take a message?

- ii. Would you like to leave a message?
- iii. Can I give him/her a message?
- iv. I will not be able to take the message so no need to inform me.

6. Which phrase should be avoided while sharing a problem in a telephonic conversation:

- i. I'm sorry, I can't hear you very well. So call another time for clarity of call.
- ii. I'm afraid you've got the wrong number.

- iii. I've tried to get through several times but it's always engaged.
- iv. Could you spell that, please?

7. Tick the best phrase to be used in a formal telephonic conversation while asking for the caller's name:

- i. Who's calling, please?
- ii. Could I take your name, please?
- iii. May I know who is calling?
- iv. Sid is out of town, call later.

8. Tick the best option to be used in a telephonic conversation while finishing a conversation :

- i. Well, I guess I better get going. Talk to you soon.
- ii. I have to let you go now.
- iii. I have another call coming through. I better run.
- iv. All the given options.

Arrangements and Reservations

1. Tick the expression to be avoided when a guest makes a booking to stay at your hotel:

- i. What date are you looking for?
- ii. How long will you be staying?
- iii. How many adults will be in the room?
- iv. I'm afraid you will have to book the full week and the weekend too.

2. Tick the incorrect option while dealing for a room booking:

- i. Cable television is included, but the movie channel is extra.
- ii. Take Exit 8 off the highway and you'll see us a few kilometres up on the left hand side.
- iii. The rate I can give you is 99.54 with tax.
- iv. Kindly share your account details first.

3. Tick the incorrect option to complete the following exchange.

Customer: Hi! Could you get me a room in the next size?

Hotel receptionist: _____

- (a) Would you prefer a larger room?
- (b) Here, try on this size.
- (c) Sorry, check this out.
- (d) Sorry, it is not available.

Which of the following statements is incorrect regarding hotel booking?

- (a) How delicious! (b) What a beautiful layout?
(c) Where can I try these ? (d) No, we don't take cards.

.Tick the best option:

When we start planning for a vacation, the first and the foremost thing that we decide is

- a) Luggage b) Tickets c) Destination d) Hotel

Complete the following conversation by selecting a suitable option:

Customer: I'd like to book a flight to Tokyo please.

Travel agent: _____

- a) Would you like a return ticket? b) For which date and which airlines would you like to use?
c) How many seats would you like? D. All the above

7.. Complete the following conversation by selecting the BEST option:

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning.

- a) We have several rooms available for that particular weekend. And what is the exact date of your arrival?
b) If that type of room is available, I would love to have an ocean view. What's the rate for the room?
c) Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?
d) I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

8.Tick the best option:

Rendezvous is -----

- a) A French restaurant b) A fashion magazine
c) A meeting planned at a certain time and place d) None of the above

Collocation

1. Choose the most appropriate option.

The children have been as good as gold .So well _____.

Behaved

Dressed

Adjusted

Intentioned

Choose the most appropriate option.

2. I thought his comment about my putting on too much weight was quite_____.

Sensitive
Egotistical
Cynical
Tactless

Choose the most appropriate option.

3. I can only offer a _____ explanation for the survey results.

tendency

tentative

substantial

rhetorical

Choose the most appropriate option.

4. Collocations can be divided into several types such as _____ collocations

verb + noun

subject + object

first + second

Noun + Pronoun

Choose the most appropriate option.

5. Which is an example of a verb + noun collocation?

A terrible mistake

commonly mistaken

make a mistake

none of the above

Choose the most appropriate option.

6. I wasdisappointed when I failed my driving test.

bitterly

strongly

forcefully

largely

7. Which adverb collocates with these words?

Familiar/aware/remember/worded

heavily

completely

entirely

vaguely

Fill in the blank with the most suitable option.

8. I didn't want to bother Carl. He was in his office and it looked like he was lost in _____ thought.

deep

great

heavy

serious

Fill in the blank with the most suitable option.

9. Last year we had several blizzards and it was bitterly cold almost every day. Fortunately, this year we're having a _____ winter.

soft
weak
slight
mild

10. Choose the incorrect collocation.

Whispered softly
Ceasefire agreement
Fully aware
Richly wealthy

11. Fill in the blank with the most suitable option.

I have _____ admiration for the senator. She's been a respected member of Congress for over thirty years.

Great
Complete
High
thorough

12. Fill in the blank with the most suitable option.

This isn't something to be taken lightly. It's a _____ decision. Why don't you sleep on it and tell me your answer in the morning?

Considerable
Complex
Grand
Big

Fill in the blank with the most suitable option.

13. The news was a shock for Miguel. He stared at his friends in _____ disbelief.

Overwhelmed
Alarmed
Surprised
Utter

14. Fill in the blank with the most suitable option.

After _____ consideration, we decided not to go through with it.

Cautious
Tight
Careful
Deliberate

15. Fill in the blank with the most suitable option.

The company offers its employees free language training but not many people _____ advantage of it.

Make
Take
Do
Keep

.....

.....

Collocation

Choose the correct option

Q1. Which of the following uses the correct collocation .

A.

I have done a great deal of work.

B.

C.

I have done a big deal of work.

D.

E.

I have done a large deal of work.

F.

G.

I have done a deal of great work.

H.

Q2. Which of the following uses the correct collocation .

A.

She was highly drunk.

B.

C.

She was extremely drunk.

D.

E.

She was terribly drunk

F.

G.

She was drunk hopelessly

H.

Fill in the blank with most suitable option

Q3. You'll need a strong survival ___ to do well in this company. The office politics are terrible!

A.

Bone

B.

C.

Instinct

D.

E.

Tactic

F.

G.

skill

H.

Q4. Ramesh suffered a severe ___ in his ambitions.

A.

Obstacle

B.

C.

Setback

- D.
- E.

Layback

- F.
- G.

drawback

- H.

Q5. A collocation is two or more words that_____

- A.

appear together

- B.

- C.

have similar meanings

- D.

- E.

must be used together

- F.

- G.

Collate with each other

- H.

Q6. If you learn and use many collocations, your English will sound

A.

more unusual

B.

C.

more grammatical

D.

E.

more natural

F.

G.

None of these

H.

Q7. Complete the collocation: "I was running late so I only had time for a ____ shower."

A.

Quick

B.

C.

Short

D.

E.

Fast

F.

G.

Early

H.

Q8. Complete the collocation

He is also concerned about the _____ gap among gas customers, especially those on prepayment.

A.

Climbing

B.

C.

Lengthening

D.

E.

Widening

F.

G.

soaring

H.

Q9. Complete the collocation

In _____ years we have experienced a rise in the number of trucks on the road.

A.

Last

- B.**
- C.

Latest

- D.
- E.

Past

- F.
- G.

recent

- H.

Q10. Using less blood would also save costs and conserve a _____ resource

- A.

Staple

- B.
- C.

Extra

- D.
- E.

Stapler

- F.
- G.

Scarce

- H.

Q11. Most medication must be taken at _____ intervals. You mustn't just take it randomly.

- A.

Regular

- B.
- C.

Repeated

- D.
- E.

Relevant

- F.
- G.

recent

- H.

Q12. Are you _____ aware of where your family comes from?

- A.

Fully

- B.
- C.

Really

- D.
- E.

Incredibly

- F.
- G.

Greatly

- H.

Q13. Where can _____ traffic be encountered in the town where you live?

- A.

Large

- B.

C.

Heavy

D.

E.

Weighty

F.

G.

deep

H.

**Q14. What is the meaning of the collocation given.
Smell funny**

A.

Smell unfamiliar

B.

C.

Smell good

D.

E.

Smell like a joke

F.

G.

Smell irritable

H.

**Q15. What is the meaning of the collocation given.
run along**

A.

Run with someone

B.

C.

Run alongside

D.

E.

Go by running

F.

G.

None of these

H.

1. Choose the characteristic/characteristics of the topic sentence .

You should include "Dear Sir/Madam,"

It is an example.

It introduces the main idea of the paragraph.

It does not summarize what the paragraph is about.

2. Choose the most appropriate option.

Which of the following is not true about **Supporting sentences**.

Supporting sentences always give more evidence to explain the topic sentence.

Supporting sentences restate the main idea of the paragraph and summarize it.

Supporting sentences are best when they give examples.

Supporting sentences are helpful because they give facts.

3. Choose the most appropriate option.

What is not true about the concluding sentence?

It's the last sentence of a paragraph.

It can not introduce a new idea.

It restates the main idea of the paragraph and summarizes it.

You can add an example of what you said here.

4. Choose the most appropriate option.

What is a paragraph?

A set of words that is complete in itself, containing a subject, verb and object.

A unit of grammatical organization which traditionally consists of a subject and predicate.

A group of sentences that are all related to one main topic.

All of the above

5. Choose the option which cant be used as a supporting sentences for the topic sentence below:

“Mobile phones in the classroom can have a negative impact on the student learning.”

a)Notification noise from phones will disrupt the learning and teaching process.

b)Mobile phones can be used to cheat on tests by sending answers to friends or by accessing the Internet.

c)There are many legitimate arguments for allowing students to have mobile phones in class, even if they are disruptive.

d)Students may text in class and be distracted.

6. Pick the most appropriate topic sentence:

_____ Mine is eleven years old, and it is always breaking down when I need it. It costs a lot of money for repairs each year. Also, the heater doesn't work anymore, so it is cold in the winter. I really wish I could change it.

I wish I could buy a new car.

My car is very old.

My car costs a lot of money.

I hate my car

7. Choose the most appropriate option.

What are the two main elements of a topic sentence?

a)Topic and examples

b)controlling ideas and indention

c)Topic and controlling ideas

d) controlling ideas

8. Choose the most appropriate option.

Paragraph that inform, explain, define a subject that is more specific to the reader is called ...

Informative Paragraph

Opinion Paragraph

Descriptive Paragraph

Process Paragraph

9. Choose the most appropriate option.

A paragraph that illustrates of someone, or something is called...

Informative Paragraph

Process Paragraph

Opinion Paragraph
Descriptive Paragraph

10. **Choose the most appropriate option.**

A set of paragraphs written about a centralized topic and main idea and should have at least three paragraphs is called..

Opinion Paragraph
Descriptive Paragraph

Essay

Informative Paragraph

11. **Choose the most appropriate option.**

Here's how to attract readers, except.....

Shocking facts

Questions

Broad anecdotes

Extensive summary

12. **Choose the most appropriate option.**

What is/are the purpose/purposes of an introductory paragraph?

a)To introduce the topic of the essay.

b)To organize the paragraph by summarizing the information in the paragraph

c)To highlight the main idea of a paragraph

d) All of the above

13. **Choose the most appropriate option.**

What do you include in the introductory paragraph?

Supporting statements

Thesis statement

Concluding sentence

Facts and examples

14. **Choose the most appropriate option.**

Where does a thesis statement usually appear?

At the end of the body paragraph

At the end of the introductory paragraph

In the middle of the introductory paragraph

At the beginning of the body paragraph

15. Read carefully and **Choose the correct answer.**

What do you think would be **good strategies** to write a good introductory paragraph?

a)posing a question

- b) using a playful joke or emotional appeal
- c) none of the above
- d) all of the above

Q.1 What is the first sentence of a paragraph called?

- A. The introduction sentence
- B. The exclusive sentence
- C. The topic sentence
- D. The first sentence

Q 2. How many sentences does a paragraph have?

- A. 5-7
- B. 6-8
- C. 3-4
- D. 9

Q 3. When do you use supporting details or supporting sentences?

- A. Before the first sentence at the introduction
- B. After the last sentence because it helps you summarize the paragraph
- C. Never use these in paragraphs because they are for essays only.
- D. After the topic sentence and before the closing sentence

Q 4. Which is the full definition of a paragraph?

- A. a section in writing
- B. a section in writing that is indicated by indentation
- C. a section in writing which covers one topic
- D. a section in writing covering one topic and indicated by indentation
- E. a section in writing covering more than one topic and indicated by indentation

Q 5. Which is the best way to make sure your paragraph is effective?

- A. Have a topic sentence with a supporting detail
- B. have topic and closing sentences that transition between the topics of paragraphs
- C. End your paragraph with a supporting detail
- D. Have several topics in one paragraph

Q 6. Choose the best answer to complete the following sentence: A paragraph

- a) does not have an internal structure.
- b) is a logical structure that is reflected by a division in the text.
- c) always starts with a topic sentence.
- d) must consist of a certain number of sentences.

Q 7. Choose all that apply: What is similar between bees and well-formed paragraphs?

- a) They have to work together to accomplish a goal.
- b) They are both extinct.
- c) Their work should produce something enjoyable.

- d) They both work for a "queen."

Q 8. Choose the best answer to complete the following sentence: Paragraphs are sometimes compared to building blocks because

- a) the whole is always equal to the sum of its parts.
- b) a good paragraph can always stand alone.
- c) the whole is greater than the sum of its parts
- d) they are the parts that form a complete piece of writing

Q 9. Which of these is not an important feature of a paragraph?

- a) Length
- b) Breadth
- c) Unity
- d) Coherence

Q 10. Where should the main idea be put up in a paragraph?

- a) In the beginning
- b) In the middle
- c) At the end
- d) After the paragraph

Q 11. Which of these should be avoided in a paragraph?

- a) Courtesy
- b) Positive attitude
- c) Discriminatory language
- d) Politeness

Q 12. What is a supporting detail sentence?

- A. Reasons, examples, and other details that support the main point of the paragraph.
- B. A way to conclude the paragraph so the reader knows what the paragraph was about.
- C. Signal words that help organize a paragraph, using time order or listing order.
- D. A series of paragraphs about one main idea, or point.

Q 13. Select the supporting detail that doesn't fit.

Topic Sentence: Candy is not a healthy treat.

- A. It tastes delicious.
- B. Candy contains high amounts of sugar.
- C. You can find many artificial additives in candy.
- D. Eating too much candy can give you cavities

Q 14. Where would you usually find the topic sentence in a paragraph?

- A. It's the last sentence of the paragraph.
- B. The topic sentence is found in the middle of the paragraph after the details.
- C. Most of the time it is the first sentence of the paragraph.
- D. At the end of the introduction paragraph.

Q 15. What are the sentences called that tell more about the topic sentence?

- A. Conclusion
- B. Main idea of the paragraph
- C. Supporting details/FEED
- D. Introductory paragraph

PowerPoint Presentation
Choose the correct option:

1.

Powerpoint presentation are used to

2.

A.

To make outline for teachers

B.

C.

Project presentation to students

D.

E.

Communication of planning

F.

G.

All of above

H.

Choose the correct option:

2. One should use only.....images on a slide.

A. 0

B. 1

C. 2to 3

D. 8

Choose the correct option:

3. Which one is true from the given statements:

A. Keep as many slides as you want

B. Use a lot of pictures

C. use different font sizes

D. None of above

Choose the correct option:

4. Font size in a PPT should range between..... (According to importance)

A. 18 to 20

B. 10 to 12

C. 18 to 48

D. None of above

Choose the correct option:

5. Limit the use of colours fromin power point presentation.

A. 4 to 9

B. 2 to 4

C. 6 to 10

D. All of above

Choose the correct option:

6. What are the points one has to keep in mind while choosing image in P.P.T

A. Do not use low quality images

B. Do not use blurry images

C. Image should not overlap the text

D. All of above

Choose the correct option:

7. Do not usefont size.

A. Professional colours

B. flashy or curvy

C. a and b both

D. None of above

Choose the correct option:

8. Introduce yourself.....the presentation.

A. during

B. After

C. before

D. None of Above

Choose the correct option :

9. Which statement is False .

A. Asking the audience questions is a great way to make sure they are involved during P.P.T

B. Don't try to make jokes if you are not good at it.

C. Call somebody from audience and ask him to present

D. None of above

Choose the correct option :

10. Choose the right option.

- A. Your firm eye contact will convey your confidence.
- B. Always keep smile on your face while
- C. You should be audible to the audience during the presentation.
- D. All of the above**

Choose the correct option :

11. Choose the right way to end a presentation ?

- A. Repeat your main points you covered during the presentation.
- B. Thank the audience.
- C. Show them your appreciation
- D. All of above**

Choose the correct option :

12. when needed..... when you are trying to present an important point.

- A. Speed up
- B. slow down**
- C. a and b both
- D. None of above

Choose the correct option :

13. Try.....use too many acronyms or terms that few people may understand.

- A. to
- B. not to**
- C. a and b
- D. None of above

Choose the correct option :

14. In the beginning the presenter should give his audience..... introduction on the objective of his presentation.

- a quick
- A brief
- Detailed
- A and b both**

Choose the correct option :

15. It is very sad that so many influential, bright minded presenters with a deep expertise in their fields lose their audiences due to their poor..... Skills.

- A. speaking
- B. Listening
- C. Presentation**
- D. None of above

Telephone etiquettes

Which of the following should be considered as a requisite for telephone etiquette?

It is important that you are courteous and professional

Never chew gum or eat anything during conversation

Don't engage in other conversations or activities while talking on phone

All of the above options are important

Which of these options is correct about vocal quality during telephone conversation?

a. Vocal quality counts for 70% of the initial impression you make, and the words spoken count for 30%

b. Vocal quality and words spoken have equal consideration of 50%

c. What you speak is more important than how you speak

d. Neither vocal quality nor words spoken are a matter of consideration

3. Choose the appropriate option that conveys politeness and professionalism

a.

Say "yes" not "yea" or "ah ha"

b.

c.

Use "excuse me"

d.

e.

Use "please" and "thank you" when appropriate

f.

g.

All of the above

h.

4. Which of the following is not acceptable during telephone conversation.

a. Yelling and exhibiting irritation

b. Saying pardon and thank you

c. Using ideal tone

D. None of the above

5. Which of the following statements can create less favourable impression during telephonic conversation?

a.

“He is running late”

b.

c.

“She went home early”

d.

e.

“ I am not your servant to respond to your call”

f.

g.

All the statements are unfavourable

h.

6. In order to be prepared before making a business call, which of the following is important?

a.

Prepare a list of documents and questions that need to be asked

b.

c.

Prepare a list of questions and key points

d.

e.

There's no need to note down the questions to be asked as you have good memory

f.

g.

None of the above

h.

7. When you listen to new information during telephone conversation, it's important that you ask:

a.

Both open and closed ended questions to make sure you understand what the speaker is trying to say

b.

c.

No questions as listening is important

d.

e.

Open ended questions

f.

g.

Use words such as "Hmm", "Aha" to confirm that you're listening

h.

8. It is generally a good idea to speak to someone directly on the phone rather than send an email :

a.

if you want to establish a good relationship

b.

c.

to solve any misunderstandings that have already arisen via email

d.

e.

Both are correct

f.

g.

It's better to send an email to avoid further misunderstandings

h.

Arrangements and Reservations

1.

A guest who arrives at the hotel without a reservation is called

2.

a.

A guaranteed reservation

b.

c.

A confirmed reservation

d.

e.

Walk-in guest

f.

g.

Stay over guest

h.

2. Twin sharing means _____

a.

Two persons sharing single accommodation

b.

c.

Room with two single beds

d.

e.

Room with two double beds

- f.
- g.

None of the above

- h.

3. Payments made to travel agents while booking a hotel is called:

- a.

Receipts

- b.
- c.

Commission

- d.
- e.

Salaries

- f.
- g.

Income

- h.

4. Hotels are rated three star, five star etc. according to the_____.

- a.

Facilities on offer

- b.
- c.

Location

- d.
- e.

Ownership

- f.
- g.

Staff qualification

h.

5. Which of the following is an appropriate question while taking reservations?

a.

What's the date of arrival?

b.

c.

How many people is this reservation for?

d.

e.

What type of room would you prefer?

f.

g.

All of the above

h.

6. While checking in guests, what should not be asked?

a.

What name is the reservation under?

b.

c.

Would you leave our hotel quickly so that we can accommodate other guests?

d.

e.

Could I have your ID and credit card, please?

f.

g.

Do you have a reservation?

h.

7. Which of the below mentioned can not be considered customer friendly expression?

- a. I'm sorry about that. Let me see how we can fix that right away.
- b. If you need anything else, please let us know.
- c. To get to the gym, just go down this hallway and turn left. It's the second door on your right.
- d. **All are customer friendly expressions**

8. If you have a guaranteed reservation and have prepaid for it, hotel _____.

a.

Can refuse to give you a room

b.

c.

Must give you the room even if you show up late

d.

e.

Must not give you the room if you show up late

f.

g.

Can give the room to other customer because you are late

h.

PowerPoint Presentation

1. Choose the correct option

In presentation design, maximum time is given to the:

- A. **main** body
- B. question-answer session
- C. introduction
- D. Conclusion

2. Choose the correct option

To be able to give a good presentation, a full rehearsal is:

- A. Optional
- B. **necessary**
- C. audience based
- D. Useless

3. Choose the correct option

Reading out a presentation is:

- A. allowed
- B. dull
- C. helpful
- D. not allowed

4. Choose the correct option

The three major elements of presentation do not include:

- A. an audience
- B. specific content
- C. visual aids
- D. a presenter

5. Choose the correct option

The slide that is used to introduce a topic and set the tone for the presentation is called the

- (A) Title slide
- (B) Bullet slide
- (C) Table slide
- (D) Graph slide

6. Choose the correct option

Times new Roman, Cambria, Arial are the example of _____

- (A) Font face
- (B) Clipart
- (C) SmartArt
- (D) Themes

7. Choose the correct option

Which feature is not in MS PowerPoint?

- (A) Scan a virus
- (B) Zoom
- (C) Background color
- (D) Slide show

8. Choose the correct option

Recommended font for presentation is.....?

- a. Arial
- b. Harrington
- c. M V Boli
- D. Vivaldi

9. Choose the correct option

Opt for a font and type size

- A) legible
- B) eccentric
- C) decorative
- D) stylish

10. Choose the correct option

What is appropriate font size for any presentation?

- a. Content text should be no smaller than 24 point
- b. Content text should be no smaller than 41 point
- c. Content text should be no smaller than 14 point
- d. Content text should be no smaller than 12 point

11. Choose the correct option

Which of the following statement is correct ?

- a. Use different background on each slide
- b. Use same background for all slides
- c. Use striking background for all slides
- D. All of the options

12. Choose the correct option

You should use _____ and graphs as visuals for data

- a) Spreadsheets
- b) Bullets
- c) **Charts**
- d) Animated video

13. Choose the correct option

Which of the following is not an easy to read font?

- a) **Gigi**
- b) Times New Roman
- c) Verdana
- d) Arial

14. Choose the correct option

Why should you keep text to a minimum on slides?

- a) So the focus is on you as the speaker
- b) To help make your presentation longer
- c) So the pictures are easier to see
- d) **To** make sure the audience can read everything you have to tell them

15. Choose the correct option

When giving a presentation in front of an audience you should do all of the following except for:

- A. Speak loud and clear
- B. Provide handouts if needed
- C. Dress professionally
- D. **Look** at your screen and not the audience

Collocations

1. The _____ majority of rain in Kerala falls mostly throughout the months of June-September.

- big
- vast**
- most
- far

2. The fact there is a _____ gap between the rich and poor in second world as well as third world countries is worrying.

- Climbing
- lengthening
- widening**
- soaring

3. In _____ years we have certainly witnessed a sharp rise in the number of new models of cars on the road.

- last
- latest
- past
- recent**

4. My 21 year old nephew _____ disappointed when he failed in his first driving test.

- bitterly**
- strongly
- forcefully
- largely

5. Many _____ species can be found on the forests of Amazon and in the jungles of Madagascar.

Risky

imperiled

endangered

unlucky

6. The ever-growing internet added a _____ to crime and the rise of ISIS was a stark example of that.

new area

new dimension

new zone

new criminality

7. Science in general has undoubtedly proved that Darwin and Wallace were the first of the scientists to _____ the theory of evolution.

predict over

made up

plan out

put forward

8. The investigating police officials said that the _____ details of what happened are still not available.

precise

really

best

exactly

9. A collocation represents those two or more words that

often go together

have similar meanings

must be used together

are more like antonyms

10. Collocations sound quite "right" to native English speakers because they

sound unnatural

are rarely used

are often used

are very contrastive

11. If you learn and use many collocations in your regular use of language then your English

will sound

more unusual

more grammatical

more natural

more Tharoorish kind

12. Out of the given combinations, which is a very common collocation?

quick food

fast food

rapid food

good food

13. Complete the collocation to make a meaningful sentence: "My son was getting late for the school so he only had time for a _____ shower."

short

quick

fast

deep

14. It's best for learners as well as users to think of collocations as being single

parts of speech

blocks of language

rules of grammar

part of slang language

15. Collocations can be formulated into any one of the following ways: such as _____

collocations.

verb + noun

subject + object

first + second

Direct object + Indirect object

Do's and Don'ts of PPT

1. Visuals can be very effective and better to use than text, why ?
 - a. Audiences like cool looking things
 - b. Audiences respond better to visuals that get them thinking.
 - c. Audiences like things to look at.
 - d. None of the above.
2. When you are designing your slide look, pick colors that have _____ contrast so that text and _____ can be easily seen when shown.
 - a. Low , pictures
 - b. High, pictures
 - c. High, graphics
 - d. Multiple, graphics
3. If you use a moving presentation what impact will it have on the audience?
 - a. It will be appreciated as people don't have time
 - b. It might be distracting as the audience will have to keep up with it.
 - c. It will create an interesting and unique experience
 - d. None of the above
4. What is the maximum number of bullets you should have on one slide ?
 - a. 3
 - b. 2
 - c. 4
 - d. 6
5. Which one of these things should you not do when creating PowerPoint presentation ?
 - a. Decide on goal of presentation
 - b. Use different colours/fonts on every single slide
 - c. Select colours with high contrast

- d. Keeping the font under 48
6. When using graphs, you should _____ ?
- a. Keep the size of slide in mind
 - b. use the brightest chart
 - c. keep the data relevance in mind
 - d. keep the data limited
7. What should be the appropriate slide after main topic slide.
- a. Introduction to topic
 - b. Agenda of the day
 - c. A picture giving hint of topic
 - d. Time that will be consumed in giving presentation
8. Which one of the points listed is important element of the successful presentation?
- a. Rely on the program's autosave feature.
 - b. Run experiments before you save a separate copy of your file
 - c. Put everything you present on the slides.
 - d. Keep eye contact with audience, not with visuals on slide
9. The size of the organization chart object
- 1. Is determined by the presentation design and cannot be changed
 - 2. Is determined by the presentation design but can be changed in PowerPoint
 - 3. Is dependent on the amount of text within the organization chart.
- a. b and c are true
 - b. only A is true
 - c. A and C is true
 - d. All are true
10. If you have to add a subtopic what change can be effective
- a. Keeping the font very large for topic heading

- b. Introducing the topic to audience
 - c. Using a section header slide**
 - d. Nothing has to be done.
11. How can you create a uniform appearance by adding a background image to all slides?
- a. Create a template
 - b. Edit the slide master**
 - c. Use the autocorrect wizard
 - d. All of the above can be helpful
12. What is the term used when a clip art image changes the direction of faces?
- a. Grouping
 - b. Rotating**
 - c. Flipping
 - d. All of the above
13. Which is not one of the important points while giving a presentation?
- a. Introducing oneself
 - b. Introducing what you are going to tell
 - c. Asking a question from audience
 - d. Using humour to lighten up the audience**
14. if someone has used more than 7 pictures in a slide. What impact does it have on presentation
- a. it will be impressive
 - b. it will be distracting**
 - c. it will be more real to life
 - d. audience will be able to understand topic well with visual aid
15. What should you avoid in 'TEXT' with respect to presenaton methods:
- a. Curvy text**
 - b. Font size more than 36

c. Statements

d. Key words

Telephone Etiquette

1.

When the caller is calling for your boss and he or she is not available for personal reasons, you should?

2.

a.

Tell them they are on vacation.

b.

c.

Tell them they are having family problems.

d.

e.

Tell them that they are out for a long lunch.

f.

g.

Offer to take a message or see if you or anyone else can help them.

h.

2. How do you hang up a call?

a.

“Please do not call back again. Thank you.” Then hang up.

b.

c.

.Hang up before the caller does, as this shows that you are busy at the office.

d.

e.

Let the caller hang up first. This shows the caller that you aren't in a hurry to get off the phone with them.

f.

g.

None

h.

3. When transferring a phone call you should?

a.

Send the caller to voicemail.

b.

c.

Transfer the call without any delay.

d.

e.

Place the caller on hold and transfer the call before telling them.

f.

g.

Tell the caller who they are before being transferred to and announce the caller to the person you are transferring them to.

h.

4. On a standard call, what is the most appropriate way to close before hanging up?

a.

Engage in small-talk.

b.

c.

Tell them that is all and to have a nice day.

d.

e.

Ask if they're willing to compliment you to your supervisor if you get them on the phone.

f.

g.

Ask if there is anything else you can do to assist, thank them, and "brand" the call appropriately.

h.

5. What is the best way to tell a caller that a co-worker is out of the office?

a.

Tell the caller where the caller actually is.

b.

c.

Tell the caller that the co-worker is out of the office and ask if you can help them.

d.

e.

Tell the caller that the co-worker is out of the office and ask if you can help them or if you can take a message.

f.

g.

A and B both

h.

6. Why is it not advisable to take your cell phone into an important business meeting?

a.

The opposite is true – never be more than 5 paces from your phone, and always keep it on.

b.

c.

Someone else may need to use your phone in the office, and if you take it in, he or she won't have it

d.

e.

It is rude if it rings and you are with a client or it rings during an important company meeting, especially if you answer it

f.

g.

None of the above

h.

7. You should smile when you're on the phone, as it can have which of the following effects?

a.

The caller can detect your grin, but not always positively.

b.

c.

It is an urban myth and has no real effect – the person cannot see you.

d.

e.

It transfers into your tone of voice and can make the call more appealing.

f.

g.

The receiver may decide to plug in a webcam as a result of detecting your smile telepathically.

h.

8. What is a good way to begin a business call to a person whom you do not know, and who is not expecting the call?

a.

Just begin talking business, he or she will realize soon enough

b.

c.

Spend 5 minutes introducing yourself before getting tot he point - it will save time later.

d.

e.

Interweave what you are talking about with who you are, and the message will be crystal clear.

f.

g.

A simple introduction followed by a sentence or two not only show good phone etiquette, but allow the receiver to set the forthcoming information in context.

h.