

Bizskill (tcs)

1. Two A's of effective writing?

Ans: accurate and accessible

2. Details provided in the signature of email?

1)Name email

2)Phone number

3)Role

4)Address

Ans: 1,2,3

3. Being objective in writing skills means

1)Figuring out accurate facts and something

2)Figuring out facts but not personal views

3)Assuming stereotypical information

Options

a)1,2

b)1,3

c)1,2,3

d)2,3

Ans: a

4. While making the help document for the ABC application or something which factors should be in consideration?

1) User experience

2) Technical knowledge

3)Gender

4)Experience

Ans: 1,2,4

5. Judging others based on our culture..?

Ans: Ethnocentrism

6. The production logs can be shared with the concerned team after appropriate?

1)Data masking

2)Review

3)Approval

4)None

Ans: 3

7. Agile principle?

- 1)Leadership over management
- 2)Management over management
- 3)Adaptive over prescriptive
- 4)Prescriptive over adoptive
- 5)Customer collaborative over contract negotiation
- 6)Contract negotiation over customer collaborative

Ans: 1,3,5

8. If a client become informal to you then what will you do...?

- 1)you will tell your hr
- 2)will be informal with him
- 3)will tell him to be formal
- 4)task oriented and will not send any stickers

Ans: 4

9. If you are in between your assessment and your manager told you to attend the call what you will do...?

- 1)say him politely that you will attend the call after your assessment
- 2)you will ignore it
- 3)you will tell him that you are doing your assessment
- 4)will not attend the call

Ans: 1

10. Declining help...?

- 1)Ignore help
- 2)say dont need anything
- 3)Not decline at first
- 4)Politely tell that you are ok and thankyou for asking

Ans: 4

11. Client sharing memes. What to do?

- 1) Paul should be task oriented and polite and ignore
- 2)Complain to HR because its informal..
- 3)Sending memes as reply and be friendly...

Ans: 1

12. What to consider while creating help document for newly introduced search engine in ABC site?

- 1) Technical knowledge
- 2) Gender
- 3) interest of user
- 4) Experience

Ans: 1,3,4

13. Context of email-

- 1)Introduction, body, conclusion
- 2)Introduction, body, cohesion
- 3)Introduction, body, concern

Ans: 1

14. Purpose of writing is expressed by which type of question?

- 1)When
- 2)How
- 3)Why
- 4)Who

Ans: 3

15. Paul is going to his brothers wedding...what should be exclude in his draft leave mail?

- 1)Details of wedding and traveling back to office
- 2)Reason for leave and return date with other details
- 3)Current projects status and whom to handover until you return

Ans: 3

16. What is value added service?

Ans: Customers start recognizing and comparing you with other brand names

17. Mark the correct ones which can be written in psr(Project status report)

- 1)Current status
- 2)Plan for next phase
- 3)Areas of concern
- 4)Suggestions

Ans: 1,2,3,4

18. MOM contains?

Ans: Date, time, points discussed, participants, agenda, date for next meeting

19. What is upward flow and downward flow?

Ans: Junior to senior and senior to junior

20. Kav is a client from Germany. Team speaks in their regional language. He feels a bit lost. What can the team do differently.

Ans: The team lead should have stressed the usage of a common language that is English among team members

21. It was Anjali's birthday one of a team members Prati sent her a birthday wish over an email. She had marked CC to all her team members Anjali was well known to many at the office. Therefore there are many who wanted to respond to prati's email how should the other colleagues respond

Ans: Send a separate mail to anjali conveying the wishes

22. Cathy sends invitation to her team members for an unplanned meeting to discuss a new feature to be added in the project. Due to the shortage in time she sends the invitation without an agenda choose the right option

Ans: An Agenda needs to be shared along with the meeting invite.

23. Mike wants to draft an email to his client after his team came up with the network of an application. The network was asked to be done by the client due to some issues that the customer faced after the sample product was tested in the market.how should mike start his email?

Ans: Apologize to the client for not meeting his expectations

24. Select the effective sentences

Ans. The manager's laissez faire attitude has led to an efficient work culture in the team.(the policy of leaving things to take their own course, without interfering)

25. You received the project requirements from the client you are not clear about a certain requirement what is the right way to respond?

Ans: Send an email to the client keeping your manager in the loop.

26. Vivian had around 5 minutes before an important meeting he found a client mail in his inbox and asked for additional requirement he is of the belief that emails need to be responded to promptly Vivian wanted to be on time for the meeting and also wanted to reply to the client what should he do?

Ans: Take time of after the meeting and reply to the client after analyzing the requirement in details.

27. Which of the following statements are incorrect?

- 1) To field is means for primary email recipients email is for their information and action
- 2) CC field is meant for secondary email recipient the email is meant for their information
- 3)BCC field is typically used for internal broadcast
- 4)BCC field can be used to hide a recipients while sharing an internal document

Ans: 3

28. Replace the underlined words with a more meaningful one. "Ben reverted/(____) back to the mail saying that the team will work collaboratively together".

Ans: Replied, together

29. Which of the following factors should be considered while wearing ties.

Ans: The tip of tie should always touch the beltline.

30. While writing a subject line it should:-

- 1)Draw the attention of the Reader

- 2) Deliver the crux of the email
- 3) Surprise the Reader
- 4) Have at least 10 words

Ans: 1,2

31. Which statements are true about 'customer' and 'client'?

Ans: All options are correct.

32. How can one develop assertiveness?

- 1) By showing empathy
- 2) By showing sympathy
- 3) By ensuring that others agree with your points
- 4) By being open to feedback
- 5) By accepting everyone's views
- 6) By respecting everyone's views

Ans: 1,4,6

33. What is true about being agile?

- 1) Agile teams can never fail
- 2) Agile is driven by action
- 3) Agile teams do not experiment
- 4) Agile teams do not believe in Rationalism

Ans: 2

34. As you are working you find that certain queries need to be clarified with the client. Upon opening the instant messenger you find the status of the client as available. What would you do?

Ans: Check whether the client is free to chat. Post your query if the client is free. Else check for a suitable time.

35. Which is not a part of the prewriting process?

Ans: Proof Reading

36. You meet your colleague in a shopping mall. Choose the best response.

Ans: Say Hi. How is your day? After exchanging pleasantries you may close the conversation.

37. We can share funny videos with coworkers.

Ans: It is best to refrain from sending videos unrelated to work.

38. How do you ask your supervisor for a promotion in an assertive tone?

Ans: I would like you to consider my name for the promotion as I believe I have taken on many new responsibilities lately.

39. JAYA AND AMITABH CONVERSATION

Ans: Aishwarya: Passive- Aggressive

Jaya: Aggressive
Amitabh: Assertive

40. Choose the correct options

A Good Email:-

- A) Should never overcommunicate
- B) Should contains Emotions
- C) Should be properly spaced and arranged
- D) Should be polite in tone

Ans: A,C and D

41. When communicating with vendors which of the following statements is true?

Ans: We need to document every message between the vendor and TCS.\

42. The Elevators are always crowded at ABC facility what rules of elevator etiquette should be followed?

Ans: Always allow the people inside the elevator to disembark before entering the elevator

43. Select the appropriate statement while transferring a call

Ans: "Hello Mr. Daniel Let's get this problem resolved for you. I'm going to transfer you to our specialist who is the best suited person to anser your question."

44. Tcs has created a software as required for a certain bank and add some addons?

Ans: value added service

45. Some authorized member of 3rd team deleted some extra data this is because of?

- 1) Lack of communication
- 2) Lack of understanding
- 3) None of the above

Ans: 3