

3rd Internal Assessmsnt -....



Saved : 39

Revisit : 0

Unsaved : 0

Total : 40



15:08

Submit

35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

What is the best technique to organize your thoughts into a logical sequence when you need to write a paragraph?

OPTIONS

Mind excels

Rod maps

Mind mapping

Google maps

< Save & Previous

Save & Next >

3rd Internal Assessmsnt -....

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



14:56

Submit

35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Cc or Carbon Copy is just for _____.

OPTIONS

Response

Action

Information

Action and response

< Save & Previous

Save & Next >

3rd Internal Assessmsnt ----



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



14:32

Submit

Q 35

Q 36

Q 37

Q 38

Q 39

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Some basic email etiquettes to be followed
are _____.

OPTIONS

Ask questions

Clear subject line, watch tone, proof read

emotional display

Use the right font

< Save & Previous

Save & Next >

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



14:18

Submit

Q 34

Q 35

Q 36

Q 37

Q 38

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Julie finished writing an email and before sending it to the recipient, what is the most important thing, she needs to do?

OPTIONS

Show the colleague

Show the customer

Proofread

Show to manager

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



14:07

Submit

Q 33

Q 34

Q 35

Q 36

Q 37

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Arun is sending a professional email to the people who belonged to his team. What is the appropriate salutation Arun should use?

OPTIONS

Dear Allbody,

Dears Sirji,

Dear Team,

Dear,

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



13:54

Submit

Q 32

Q 33

Q 34

Q 35

Q 36

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Due to the previous transaction history of Ameer, you have declined the credit card application. How will you convey this to Mr. Ameer?

OPTIONS

Indirect Approach**Telephone Approach****Wait for customer to call the branch****Direct Approach**

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



13:41

Submit

Q 31

Q 32

Q 33

Q 34

Q 35

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Shyam gets an e mail from his reporting authority asking for submission of weekly report for this you need to

.....

OPTIONS

Reply all

Copy

Reply to the message

Forward

Save & Previous

Save & Next

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



13:29

Submit

Q 30

Q 31

Q 32

Q 33

Q 34

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

You are writing a paragraph about a description of the product; in which part of the paragraph, you will give the reader an insight about that paragraph?

OPTIONS

adjoining sentence

topic sentence

logical sentence

concluding sentence

< Save & Previous

Save & Next >

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



13:18

Submit

Q 29

Q 30

Q 31

Q 32

Q 33

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Which of the following can be used as connectives while writing a paragraph?

OPTIONS

In the middle, over the end.

So, but, and.

Firstly, secondly, thirdly, furthermore, in conclusion.

Never, always, should.

< Save & Previous

Save & Next >

3rd Internal Assessmsnt -....

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



13:07

Submit

Q 28

Q 29

Q 30

Q 31

Q 32

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Paper clip icon is a standard indicator which helps us to send few details is called

OPTIONS

Stationery Icon

Emoji icon

GIF Icon

Attachment

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



12:57

Submit

Q 27

Q 28

Q 29

Q 30

Q 31

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Niharika deleted email and was worried about the deleted mail but she was suggested by her colleague to check for the deleted mail in

OPTIONS

Inbox

Sent mail

Trash

Draft

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



12:46

Submit

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Gupta has got job in ICICI bank. It is a very important thing to learn "how to write a professional email?", because, a professional email is one which

OPTIONS

Upholds the brand image and allows customer to understand our information

Showcases your vocabulary and knowledge

Is like drafting any other email

Is a proof to produce during any conflict

Save & Previous

Save & Next

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



12:36

Submit

Q 25

Q 26

Q 27

Q 28

Q 29

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

You are organizing a meeting in your branch and who are the people you will invite to take part in the meeting?

OPTIONS

My supporters only

Anyone in the branch

Only the most necessary people who could contribute to the topic in discussion.

My friends at work

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



12:25

Submit

Q 24

Q 25

Q 26

Q 27

Q 28

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

How does mind mapping technique help you while you prepare to write a paragraph?

OPTIONS

create dream sequence

prepare for exams

helps you meditate

It helps organise information in a sequential order

Save & Previous

Save & Next

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



12:15

Submit

Q 23

Q 24

Q 25

Q 26

Q 27

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

Ram drafts an email at the end of the draft block text can be automatically added or typed which will convey the details of sender is called

OPTIONS

Attachment

Encryption

Signature

Subject

< Save & Previous

Save & Next >

3rd Internal Assessmsnt -...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



12:06

Submit

Q 22

Q 23

Q 24

Q 25

Q 26

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

You are sending an email to a customer whose name is not clear, what is the most appropriate salutation that can be used?

OPTIONS

Dear Sir/ Ma'am**Hello Sir/Ma'am****Hi Sir/Ma'am****Respected Sir/Ma'am**

Save & Previous

Save & Next

3rd Internal Assessmsnt -...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



11:55

Submit

Q 21

Q 22

Q 23

Q 24

Q 25

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

which of the following part is mandatory to sending an email and would ask your permission before the mail goes?

OPTIONS

Salutation

Close

Attachment

Subject

Save & Previous

Save & Next

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



11:45

Submit

Q 20

Q 21

Q 22

Q 23

Q 24

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

This email is to inform you about the weekly sales meeting to be held on.... This is an example of

OPTIONS

Salutation**Introductory Sentence****Complimentary close****Goodwill statement****< Save & Previous****Save & Next >**

3rd Internal Assessmsnt -...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



11:27

Submit

Q 19

Q 20

Q 21

Q 22

Q 23

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

_____ is the best email etiquette.

OPTIONS

Response delay

Never responding to email

Response to email after a day

Responding to the email as soon as possible

Save & Previous

Save & Next

3rd Internal Assessmsnt -....

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



11:11

Submit

Q 18

Q 19

Q 20

Q 21

Q 22

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

While writing an email the subject-line should be

OPTIONS**4-5 key words****Brief- one word****Not needed****lengthy sentence**

Save & Previous

Save & Next

3rd Internal Assessmsnt ---- i

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



10:59

Submit

Q 17

Q 18

Q 19

Q 20

Q 21

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

You wrote an email to your branch manager and what is the goodwill statement that you will add at the bottom line of your email?

OPTIONS

I look forward to hearing from you.

I looking forward to hearing from you.

Look forward to hear you

Look for to hearing from you.

< Save & Previous

Save & Next >

3rd Internal Assessmsnt -...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



10:42

Submit

Q 16

Q 17

Q 18

Q 19

Q 20

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

_____ is the best example for internal customer.

OPTIONS

Advertising agencies

Government agencies

Competitors

Employees

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



10:27

Submit

Q 15

Q 16

Q 17

Q 18

Q 19

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

While writing a paragraph, the punctuation used to pause the thought in a sentence is _____.

OPTIONS

Comma

Forward slash

Underscore

Hyphen

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



10:15

Submit

Q 14

Q 15

Q 16

Q 17

Q 18

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Sachin was advised to write a paragraph on the topic Extempore. What you think, in which part Sachin needs to focus on while writing the paragraph

OPTIONS

Idea, organisation and word choice

Action , group and format

Comma, delete and virtue

Thoughts, links and highlights

Save & Previous

Save & Next

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



10:04

Submit

Q 13

Q 14

Q 15

Q 16

Q 17

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

You are the recorder/minute taker of a meeting and your responsibility is to _____.

OPTIONS

Be only a recorder/ minute taker

remind the speakers of the time

note down the decisions, conclusions and follow up actions

send out the agenda

< Save & Previous

Save & Next >

3rd Internal Assessmsnt ----



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



09:49

Submit

Q 12

Q 13

Q 14

Q 15

Q 16

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

Prasad is organizing a meeting in his work place and he is about to make an agenda, because an agenda helps in

OPTIONS

understanding minutes of meeting

regulating the meeting.

understanding when the next meeting is

understanding who is the best speaker

Save & Previous

Save & Next

3rd Internal Assessmsnt



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



09:34

Submit

Q 11

Q 12

Q 13

Q 14

Q 15

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Mr. Suman is writing a paragraph on the newly launched ICICI Product. What Suman should follow while writing a paragraph?

OPTIONS

no supporting sentences

disconnected ideas

multiple ideas

coherence

< Save & Previous

Save & Next >

3rd Internal Assessmsnt -...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



09:20

Submit

Q 10

Q 11

Q 12

Q 13

Q 14

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Anil is writing an email for the first time; what are the things that you will suggest to Anil on writing a good email?

OPTIONS

Have a proper sign off: Regards, Sincerely, etc.

Spell check, use full sentence structure and use proper grammar

All of the above

proper greeting like Dear

Save & Previous

Save & Next

3rd Internal Assessmsnt

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



09:02

Submit

Q 9

Q 10

Q 11

Q 12

Q 13

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

While writing a paragraph you must focus on a single idea or point. Which element of paragraph focuses on a single idea?

OPTIONS

coherence

summary

supporting sentence

unity

< Save & Previous

Save & Next >

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



08:51

Submit

Q 8

Q 9

Q 10

Q 11

Q 12

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Latha wants to write an email about the description of a new product which is launched by his organization. Latha is thinking that the description is too lengthy and he wants to put it in short. In such case, on what way he needs to deliver the same ?

OPTIONS

Text and images

One long paragraph

Story format

Bullet points

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



08:41

Submit

Q 7

Q 8

Q 9

Q 10

Q 11

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

The punctuation which is necessary to end a sentence
is _____.

OPTIONS

Comma

Backward slash

Asterisk

Full stop

Save & Previous

Save & Next

3rd Internal Assessmsnt -....



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



08:31

Submit

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Amalesh is a banker. As a professional, his language in his mails should always be _____.

OPTIONS

Polite

Good

Sweet

Strong

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 35

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 13 Q 14 Q 15 Q 16 Q 17

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

You wrote an email to your branch manager and what is the goodwill statement that you will add at the bottom line of your email?

OPTIONS

Look forward to hear you

Look for to hearing from you.

I looking forward to hearing from you.

Save & Previous

Save & Next



3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



08:21

Submit

Q 5

Q 6

Q 7

Q 8

Q 9

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Aswath is preparing to send an email to someone, what is the one thing in the following option that he should take care of ?

OPTIONS

Forward chain letters**Use proper structure and layout****Recall a message****Discuss confidential information**

Save & Previous

Save & Next

3rd Internal Assessmsnt ----



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



07:51

Submit

Q 4

Q 5

Q 6

Q 7

Q 8

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Font choice plays an important role in drafting an email.
Which one of the following is an acceptable font for an
ICICI email?

OPTIONS

Comic Sans

Mulish

Zurich BT

Lucida Handwriting

< Save & Previous

Save & Next >

3rd Internal Assessmsnt -....

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



07:41

Submit

Q 3

Q 4

Q 5

Q 6

Q 7

Single Correct · 1 Mark · Negative Marking: -0.33

 Revisit

When writing an email, what are the qualities will reflect in your email?

OPTIONS

Designation and pride

Nothing. It is used for getting work done.

Professionalism & attention to detail.

Authority and status.

 Save & Previous

Save & Next 

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



07:32

Submit

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

You are sending an email attachment to one of your colleagues, the attachment is large. What will you do in this situation?

OPTIONS

take a screenshot and send via WhatsApp

compress the file

ask the colleague to check it from your laptop

mention on the mail that the attachment is too large

Save & Previous

Save & Next

3rd Internal Assessmsnt ----

Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



07:22

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

The supporting sentences of a paragraph means

OPTIONS

Sentences that support each other in the concluding sentences

Sentences that do not support the idea

Sentences that support the idea indicated in the first paragraph

Sentences that are independent

Save & Previous

Save & Next

3rd Internal Assessmsnt -....



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



07:12

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

The first sentence in a paragraph is called the

OPTIONS

Topic sentence**Primary sentence****Important sentence****Complimentary sentence**

Save & Previous

Save & Next

3rd Internal Assessmsnt ----



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



07:02

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Vinitha is writing an email to her Branch Manager and what should be the tone of her email while writing one?

OPTIONS

Formal with slight usage of slangs

Casual

Informal

Formal

Save & Next >

← 3rd Internal Assessmsnt - EN... ⓘ

Saved : 34

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

4

Q 35

Q 36

Q 37

Q 38

Q 39

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

Cc or Carbon Copy is just for _____.

OPTIONS

Action

Action and response

Response

Information

◀ Save & Previous

Save & Next ➞

← 3rd Internal Assessmsnt - EN... ⓘ

Saved : 35

Revisit : 0

Unsaved : 0

Total : 40

🕒 00:00

Submit

Q 30

Q 31

Q 32

Q 33

Q 34

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

Typing emails in ALL CAPS is the same as _____.

OPTIONS

shouting

not making a point

browsing

messaging

< Save & Previous

Save & Next >

← 3rd Internal Assessmsnt - EN... ⓘ

Saved : 36

Revisit : 0

Unsaved : 0

Total : 40

🕒 00:00

Submit

5

Q 27

Q 28

Q 29

Q 30

Q 31

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

This email is to inform you about the weekly sales meeting to be held on.... This is an example of

OPTIONS

Goodwill statement

Complimentary close

Salutation

Introductory Sentence

< Save & Previous

Save & Next >

← 3rd Internal Assessmsnt - EN... ⓘ

Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 21

Q 22

Q 23

Q 24

Q 25

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

which of the following part is mandatory to sending an email and would ask your permission before the mail goes?

OPTIONS

Attachment

Salutation

Subject

Close

< Save & Previous

Save & Next >



3rd Internal Assess...



Saved : 36

Revisit : 0

Unsaved : 0

Total : 40



03:49

Submit

23

Q 24

Q 25

Q 26

Q 27

very important thing to learn now to write a professional email?", because, a professional email is one which

OPTIONS

Showcases your vocabulary and knowledge

Is a proof to produce during any conflict

Is like drafting any other email

Upholds the brand image and allows customer to understand our information

Save & Previous

Save & Next



← 3rd Internal Assessment - EN... ⓘ

Saved : 38

Revisit : 0

Unsaved : 0

Total : 40

🕒 00:00

Submit

Q 18

Q 19

Q 20

Q 21

Q 22

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

You wrote an email to your branch manager and what is the goodwill statement that you will add at the bottom line of your email?

OPTIONS

I look forward to hearing from you.

Look for to hearing from you.

Look forward to hear you

I looking forward to hearing from you.

◀ Save & Previous

Save & Next ➤



3rd Internal Assess...



Saved : 36

Revisit : 0

Unsaved : 0

Total : 40



02:40

Submit

Q 12

Q 13

Q 14

Q 15

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

You are the recorder/minute taker of a meeting and your responsibility is to _____.

OPTIONS

note down the decisions, conclusions and follow up actions

remind the speakers of the time

send out the agenda

Save & Previous

Save & Next



← 3rd Internal Assessmsnt - EN... ⓘ

Saved : 39

Revisit : 0

Unsaved : 0

Total : 40

🕒 00:00

Submit

Q 9

Q 10

Q 11

Q 12

Q 13

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

You are the recorder/minute taker of a meeting and your responsibility is to _____.

OPTIONS

note down the decisions, conclusions and follow up actions

Be only a recorder/ minute taker

remind the speakers of the time

send out the agenda

< Save & Previous

Save & Next >



3rd Internal Assessmsnt...



Saved : 34

Revisit : 0

Unsaved : 0

Total : 40



02:24

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Aswath is preparing to send an email to someone, what is the one thing in the following option that he should take care of ?

OPTIONS

Recall a message

Use proper structure and layout

Forward chain letters

Discuss confidential information

Save & Next >



3rd Internal Assessmsnt...



Saved : 34

Revisit : 0

Unsaved : 0

Total : 40



02:20

Submit

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

When writing an email, what are the qualities will reflect in your email?

OPTIONS

Authority and status.

Designation and pride

Nothing. It is used for getting work done.

Professionalism & attention to detail.

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 38

Revisit : 0

Unsaved : 0

Total : 40



01:02

Submit

Q 15 Q 16 Q 17 Q 18 Q 19

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Prasad is organizing a meeting in his work place and he is about to make an agenda, because an agenda helps in

OPTIONS

understanding minutes of meeting

understanding who is the best speaker

understanding when the next meeting is

regulating the meeting.

Save & Previous

Save & Next





3rd Internal Assessmsnt...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



00:52

Submit

Q 13

Q 14

Q 15

Q 16

Q 17

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

You wrote an email to your branch manager and what is the goodwill statement that you will add at the bottom line of your email?

OPTIONS

I look forward to hearing from you.

Look for to hearing from you.

I looking forward to hearing from you.

Look forward to hear you

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 4

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

C

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

IEC is issued by

OPTIONS

AD Banks

FEDAI

DGFT

ECGC

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 4

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

_____ provides credit risk insurance to exporters and banks

OPTIONS

GI companies

ECGC

RBI

FEDAI

Save & Next >





3rd Internal Assess...



Saved : 7

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 2

Q 3

Q 4

Q 5

Q 6

_____ represents Authorized Dealers in discussions with Government of India / RBI by

OPTIONS

AD-I

ECGC

FEDAI

ICC

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 7

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Which of these is a transport document?

OPTIONS

Bill of Lading**SOFTEX****Certificate of origin****Packing list****< Save & Previous****Save & Next >**



3rd Internal Assess...



Saved : 8

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

6

Q 7

Q 8

Q 9

Q 10

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

DGFT issues licence for import/export of
_____ good

OPTIONS

Non-negative list

Prohibited

Restricted

Canalised category

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 9

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 8

Q 9

Q 10

Q 11

Q 12

Your customer wants to remit tuition fees of EUR 5000 to an university in France. Identify whether it is Trade / Non Trade Transaction

OPTIONS

Inward Remittance

Non Trade Transaction / Outward

Trade /Outward Remittance

Trade Transaction

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 11

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 13 Q 14 Q 15 Q 16 Q 17

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Who amongst the following is the Custodian of Forex Reserves

OPTIONS

ICC

RBI

ECGC

DGFT

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 14

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

6

Q 17

Q 18

Q 19

Q 20

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

_____ is proof of import?

OPTIONS

Bill of Exchange

Bill of Customs

Import bill

Bill of Entry

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 19

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 28 Q 29 Q 30 Q 31 Q 32

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

What type of finance is ,when export bill is purchased, discounted or negotiated

OPTIONS

Overdraft

Pre Shipment Finance

Post Shipment Finance

Cash Credit

< Save & Previous

Save & Next >



3rd Internal Assessment -...



Saved : 27

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 34

Q 35

Q 36

Q 37

Q 38

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

As per FEMA, an importer should make import payment within

OPTIONS

36 months

6 months

12 months

9 months

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 28

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Who among the following can send remittances under the LRS?

OPTIONS

NRIs

Resident individuals

Trusts

HUFs

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 29

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

All goods for import/export must have _____ given by DGFT

OPTIONS

IEC

Authorization Code

ITC(HS) Code

NNL Code

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



10:40

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

IEC is issued by

OPTIONS

DGFT**AD Banks****FEDAI****ECGC**

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



10:26

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

DGFT issues licence for import/export of _____ good

OPTIONS

Prohibited

Canalised category

Restricted

Non-negative list

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



10:15

Submit

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

A bill is payable after 90 days. This is a

OPTIONS

DP bill

Demand bill

Usance bill

Deferred bill

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



10:03

Submit

Q 3

Q 4

Q 5

Q 6

Q 7

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

_____ represents Authorized Dealers in discussions with Government of India /RBI by

OPTIONS

FEDAI

AD-I

ICC

ECGC

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



09:54

Submit

Q 4

Q 5

Q 6

Q 7

Q 8

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Your customer wants to remit tuition fees of EUR 5000 to an university in France. Identify whether it is Trade / Non Trade Transaction

OPTIONS

Trade Transaction

Non Trade Transaction / Outward

Inward Remittance

Trade /Outward Remittance

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



09:44

Submit

Q 5

Q 6

Q 7

Q 8

Q 9

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

_____ provides credit risk insurance to exporters and banks

OPTIONS

GI companies

RBI

FEDAI

ECGC

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



09:33

Submit

5

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

Which of these is a transport document?

OPTIONS

Certificate of origin**Bill of Lading****SOFTEX****Packing list**

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



09:18

Submit

5

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Bank branches are categorised as , & for foreign exchange transactions

OPTIONS

Urban, Rural & Micro

AD-I, AD-II & AD- III

Scheduled, Commercial & Cooperative

A,B & C

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



09:08

Submit

5

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Import/export guidelines are issued by

OPTIONS

MOF**ECGC****RBI****ICC**

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



08:55

Submit

Q 9

Q 10

Q 11

Q 12

Q 13

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

As per FEMA, an exporter should receive export payment within

OPTIONS

36 months

9 months

12 months

6 months

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



08:41

Submit

Q 10

Q 11

Q 12

Q 13

Q 14

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The two portals - IDPMS and EDPMS have been set up by

OPTIONS

RBI

IBA

FEDAI

ICC

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



08:32

Submit

Q 11

Q 12

Q 13

Q 14

Q 15

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

_____ is proof of import?

OPTIONS

Bill of Customs

Bill of Entry

Import bill

Bill of Exchange

< Save & Previous

Save & Next >

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



08:19

Submit

Q 12

Q 13

Q 14

Q 15

Q 16

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

When an exporter receives an advance remittance, the goods must be shipped within

OPTIONS

12 months

15 months

36 months

24 months

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



08:02

Submit

Q 15

Q 16

Q 17

Q 18

Q 19

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

A private company can make advance import remittance for goods without Foreign Bank Guarantee up to

OPTIONS

USD 300000

USD 200000

USD 50000

USD 100000

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



07:50

Submit

15

Q 16

Q 17

Q 18

Q 19

Q 20

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

For LRS transactions, the customer should apply in

OPTIONS

EDF

Service request form

Form A2

A1

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



07:41

Submit

15

Q 16

Q 17

Q 18

Q 19

Q 20

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Who amongst the following is the Custodian of Forex Reserves

OPTIONS

RBI

ICC

DGFT

ECGC

< Save & Previous

Save & Next >

3rd Internal Assessment ----



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



07:25

Submit

Q 19

Q 20

Q 21

Q 22

Q 23

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

ICICI Bank deals in --currencies

OPTIONS

25

30

5

10

Save & Previous

Save & Next

3rd Internal Assessment ----

Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



07:07

Submit

Q 21

Q 22

Q 23

Q 24

Q 25

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which of these involves inward remittance?

OPTIONS

Issuing an LC

Import payment

Issuing a DD

Export payment

Save & Previous

Save & Next

3rd Internal Assessment ----



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



06:55

Submit

Q 22

Q 23

Q 24

Q 25

Q 26

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Balance of Payments consists of

OPTIONS

Reserves, LRS and NRE Balances**Current Account, Capital Account and Official Reserve Account****Import and Export Remittances****LRS remittance and Reserves**

< Save & Previous

Save & Next >

3rd Internal Assessment ----



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



06:42

Submit

Q 23

Q 24

Q 25

Q 26

Q 27

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

"Your account with us" means _____ account

OPTIONS

Loro

EEFC

Vostro

Nostro

Save & Previous

Save & Next

3rd Internal Assessment ----

Saved : 30

Revisit : 0

Unsaved : 0

Total : 40

06:28

Submit

Q 24

Q 25

Q 26

Q 27

Q 28

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

What type of finance is ,when export bill is purchased,
discounted or negotiated

OPTIONS

Pre Shipment Finance**Post Shipment Finance****Overdraft****Cash Credit**

Save & Previous

Save & Next

3rd Internal Assessment ----

Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



06:14

Submit

25

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Under LRS, the maximum amount of remittance is

OPTIONS

USD 250000 in a Financial year

USD 300000 in a Financial year

Rs 250000 in a Calendar year

Rs 10 crores

Save & Previous

Save & Next

3rd Internal Assessment ----

Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



05:57

Submit

25

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The issuing bank sends the LC to

OPTIONS

Remitting bank

Confirming bank

Advising bank

Negotiating bank

Save & Previous

Save & Next

3rd Internal Assessment ----



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



03:24

Submit

Q 20

Q 21

Q 22

Q 23

Q 24

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The SWIFT Code or the BIC contains a maximum of
_____ characters

OPTIONS

11

10

6

7

Save & Previous

Save & Next

3rd Internal Assessment ----



Saved : 31

Revisit : 0

Unsaved : 0

Total : 40



02:54

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

IE code allocated by DGFT is same as

OPTIONS

Passport

Aadhar Card

PAN

ITC (HS)

Save & Next

3rd Internal Assessment ----

Saved : 31

Revisit : 0

Unsaved : 0

Total : 40



01:40

Submit

Q 13

Q 14

Q 15

Q 16

Q 17

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which are the regulatory documents for exports?

OPTIONS

Form A-1

EDF/ SOFTEX

Country of origin certificate

BOE

Save & Previous

Save & Next

3rd Internal Assessment ----

Saved : 31

Revisit : 0

Unsaved : 0

Total : 40



00:56

Submit

Q 14

Q 15

Q 16

Q 17

Q 18

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

An exporter has not received payment for a export sight bill. As per FEMA, the exporter can _____

OPTIONS

Bring back the goods

Change buyer

Cancel the contract

Give 50% rebate

Save & Previous

Save & Next

3rd Internal Assessment ----

Saved : 32

Revisit : 0

Unsaved : 0

Total : 40



00:37

Submit

Q 18

Q 19

Q 20

Q 21

Q 22

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

What is the maximum amount of inward remittance an exporter can receive?

OPTIONS

USD 5 million

USD 200000

USD 300000

No limit

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 6

Revisit : 0

Unsaved : 0

Total : 40



26:41

Submit

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

What type of questioning technique would you preferably use when the customer says that he is busy during outbound customer meeting?

OPTIONS

open ended question

effect question

background question

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 16

Revisit : 0

Unsaved : 0

Total : 40

22:51

Submit

Q 18 Q 19 Q 20 Q 21 Q 22

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

How will Mr Nagendra , RM of M G Road branch, understand the needs of Mr Vijay, a customer of his branch

OPTIONS

Probing

Asking questions, Listening, Probing

Asking close ended questions, probing and listening

Save & Previous

Save & Next



3rd Internal Assessment -...



Saved : 24

Revisit : 0

Unsaved : 0

Total : 40



20:03

Submit

Q 23

Q 24

Q 25

Q 26

Q 27

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

Ideally before saying NO to a customer , an RM should always consult the _____

OPTIONS

Branch Service Manual

Resolve Application

RH

BM & DBM

< Save & Previous

Save & Next >



3rd Internal Assess...



Saved : 28

Revisit : 0

Unsaved : 0

Total : 40



18:45

Submit

Q 29 Q 30 Q 31 Q 32 Q 33

The Key Objective / Goal in Customer Service is to have a higher share of _____ Customers

OPTIONS

Detractor

Passive

Dissatisfied

Satisfied

< Save & Previous

Save & Next >



3rd Internal Assessment -...



Saved : 27

Revisit : 0

Unsaved : 0

Total : 40



18:05

Submit

25

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct · 1 Mark · Negative Marking: -0.33

↻ Revisit

Service Interruptions by mobile Phone, System Issue and Consulting superiors for guidance is Interruptions initiated by _____

OPTIONS

 Customers You others Colleagues

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40

17:29

Submit

Q 32 Q 33 Q 34 Q 35 Q 36

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which one of the following is a trait of active listening?

OPTIONS

Avoid having eye contact

Lean forward

Interrupting the customer

Taking phone calls often

Save & Previous

Save & Next





3rd Internal Assessment...



Saved : 16

Revisit : 0

Unsaved : 0

Total : 40



16:47

Submit

Q 22

Q 23

Q 24

Q 25

Q 26

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Ideally before saying NO to a customer , an RM should always consult the _____

OPTIONS

BM & DBM

RH

iresolve Application

Branch Service Manual

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 33

Revisit : 0

Unsaved : 0

Total : 40

16:12

Submit

Q 36 Q 37 Q 38 Q 39 Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Paraphrasing is**OPTIONS**

Writing down in paragraphs while the customer speaks.

Separating the phrases from the sentence

Repeating word by word, of what the customer says.

Save & Previous

Save & Next



3rd Internal Assessment...



Saved : 17

Revisit : 1

Unsaved : 0

Total : 40



15:36

Submit

Q 24

Q 25

Q 26 C

Q 27

Q 28

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

You are attending to Mr Vishwanath your customer. There are a few interruptions, by other customers, during your conversation with him. What will you do?

OPTIONS

Obtain permission to handle interruptions

Engage with other customers too

Tell the other customers to not disturb you

Ignore the customers who are interrupting you

Save & Previous

Save & Next

3rd Internal Assessment -...



Saved : 32

Revisit : 0

Unsaved : 0

Total : 40



15:29

Submit

Q 33

Q 34

Q 35

Q 36

Q 37

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Which one of the following is a trait of active listening?

OPTIONS

Interrupting the customer

Taking phone calls often

Avoid having eye contact

Lean forward

< Save & Previous

Save & Next >



3rd Internal Assess...



Saved : 34

Revisit : 0

Unsaved : 0

Total : 40

🕒 15:16

Submit

36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

As a banker I need to prepare myself before engaging with the customer. Which stage of Customer Interaction Cycle is this?

OPTIONS

Post Customer Interaction

none of the above

Pre Customer Interaction

Save & Previous





3rd Internal Assess...



Saved : 34

Revisit : 0

Unsaved : 0

Total : 40

14:17

Submit

Q 1 Q 2 Q 3 Q 4 Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which of the following questions is capable of generating discussion

OPTIONS

May I know your long term financial goals

May I confirm your address

RD and SIP are the options which meet your requirements. Which one do you prefer

Save & Previous

Save & Next





3rd Internal Assess...



Saved : 34

Revisit : 0

Unsaved : 0

Total : 40



.36

Submit

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

What type of questioning technique would you preferably use when the customer says that he is busy during outbound customer meeting?

OPTIONS

open ended question

effect question

background question

closed ended question

Save & Previous

Save & Next





3rd Internal Assess...



Saved : 35

Revisit : 0

Unsaved : 0

Total : 40

12:07

Submit

Q 29 Q 30 Q 31 Q 32 Q 33

The Key Objective / Goal in Customer Service is to have a higher share of _____ Customers

OPTIONS

Detractor

Passive

Dissatisfied

Satisfied

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 38

Revisit : 0

Unsaved : 0

Total : 40

10:11

Submit

Q 36 Q 37 Q 38 Q 39 Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Paraphrasing is**OPTIONS**

Writing down in paragraphs while the customer speaks.

Separating the phrases from the sentence

Repeating word by word, of what the customer says.

Save & Previous

Save & Next





3rd Internal Assess...



Saved : 39

Revisit : 0

Unsaved : 0

Total : 40



09:04

Submit

Q 36

Q 37

Q 38

Q 39

Q 40

As a banker I need to prepare myself before engaging with the customer. Which stage of Customer Interaction Cycle is this?

OPTIONS

Post Customer Interaction

none of the above

Pre Customer Interaction

Customer Interaction

Save & Previous





3rd Internal Assess...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

08:01

Submit

Q 36 Q 37 Q 38 Q 39 Q 40

Paraphrasing is**OPTIONS**

Writing down in paragraphs while the customer speaks.

Separating the phrases from the sentence

Repeating word by word, of what the customer says.

Making the customer know what you have understood.

Save & Previous

Save & Next



3rd Internal Assessment -...



Saved : 39

Revisit : 0

Unsaved : 0

Total : 40



07:56

Submit

Q 23

Q 24

Q 25

Q 26

Q 27

Single Correct · 1 Mark · Negative Marking: -0.33

Revisit

Ideally before saying NO to a customer , an RM should always consult the _____

OPTIONS

Branch Service Manual

Resolve Application

RH

BM & DBM

Save & Previous

Save & Next



3rd Internal Assess...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40



00:43

Submit

Q 14 Q 15 Q 16 Q 17 Q 18

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Closing is requesting a _____ from the customer .

OPTIONS

Denial

Refusal

Commitment

Breach

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:20

Submit

Q 4

Q 5

Q 6

Q 7

Q 8

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

What is the Method of Dealing an Egoistic Customer

OPTIONS

Be Friendly but refocus his attention to business at hand without offending him .

Be Precise

Be Professional

Praise Him for His Achievement & Boost His Ego

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:33

Submit

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

What is "H" in HEAL technique

OPTIONS

Help the customer

Have a sympathetic approach towards the customer

Hear out the customer

Hold the customers documents.

Save & Previous



3rd Internal Assessment -...



Saved : 19

Revisit : 0

Unsaved : 0

Total : 40



22:28

Submit

Q 18

Q 19

Q 20

Q 21

Q 22

Single Correct · 1 Mark · Negative Marking: -0.33

C Revisit

Closing is requesting a _____ from the customer .

OPTIONS

Denial

Refusal

Breach

Commitment

< Save & Previous

Save & Next >



3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:29

Submit

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Soham came late to the branch because of traffic and as a result customers were waiting at his desk. What should Soham say to the waiting customer?

OPTIONS

Follow the EAR concept

Greet the customer and apologise for the delay.

Start work

Clean the table and log into the system

< Save & Previous

Save & Next >



3rd Internal Assessment...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

29:04

Submit

Q 12

Q 13

Q 14

Q 15

Q 16

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Closing is requesting a _____ from the customer .

OPTIONS

Breach

Denial

Refusal

Commitment

Save & Previous

Save & Next

3rd Internal Assessment...

Saved : 12

Revisit : 0

Unsaved : 0

Total : 40

24:05

[Submit](#)[Q 10](#)[Q 11](#)[Q 12](#)[Q 13](#)[Q 14](#)[Single Correct • 1 Mark • Negative Marking: -0.33](#)[C Revisit](#)

Which of the following is the correct opening statement?

OPTIONS

Good Morning Sir, Please have your seat.
How may I assist you?

Hello Sir, have a seat. What can I do for you?

Hi Sir, Please have a seat. What can I do for you?

Good Morning, Please have a seat. What can I do to you, Sir?

[Save & Previous](#)[Save & Next](#)

3rd Internal Assessment...



Saved : 2

Revisit : 0

Unsaved : 0

Total : 40

28:26

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Mr. Vimal has called a customer for an appointment. The customer has told Mr Vimal that he is busy at the moment. Which of the following act, by Mr Vimal, will NOT be considered a courteous approach?

OPTIONS

Use of polite language

Asking the customer when he can call him back

Asking the customer to call back

Being calm and composed

Save & Previous

Save & Next

3rd Internal Assessment...



Saved : 4

Revisit : 0

Unsaved : 0

Total : 40

28:00

Submit

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which quality are you supposed to exhibit to the customer to make him/her feel comfortable?

OPTIONS

Sympathy

Empathy

Kindness

Anger

< Save & Previous

Save & Next >

3rd Internal Assessment...



Saved : 5

Revisit : 0

Unsaved : 0

Total : 40

27:22

Submit

Q 3

Q 4

Q 5

Q 6

Q 7

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Mr Kuldeep has given you appointment. You reach his office, after greeting and thanking him you are supposed to hand over the

OPTIONS

Credit Card application form

Bank Brochures

Application form

Business Card

Save & Previous

Save & Next

3rd Internal Assessment...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

28:13

Submit**Q 34****Q 35****Q 36****Q 37****Q 38****Single Correct • 1 Mark • Negative Marking: -0.33****C Revisit****Paraphrasing is****OPTIONS****Separating the phrases from the sentence****Making the customer know what you have understood.****Repeating word by word, of what the customer says.****Writing down in paragraphs while the customer speaks.****< Save & Previous****Save & Next >**

3rd Internal Assessment...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

28:11

Submit

Q 35

Q 36

Q 37

Q 38

Q 39

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The Key Objective / Goal in Customer Service
is to have a higher share of _____ Customers

OPTIONS

Dissatisfied

Satisfied

Passive

Detractor

< Save & Previous

Save & Next >

3rd Internal Assessment...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

🕒 28:09

Submit

35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

As a banker I need to prepare myself before engaging with the customer. Which stage of Customer Interaction Cycle is this?

OPTIONS

Post Customer Interaction

Customer Interaction

none of the above

Pre Customer Interaction

< Save & Previous

Save & Next >

3rd Internal Assessment...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

🕒 28:08

Submit

35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

⟳ Revisit

Welcome , _____ , Serve & Close is the proper sequence to be followed during the Customer Interaction Cycle .

OPTIONS

Ask

Probe

Enquire

Understand

< Save & Previous

Save & Next >

3rd Internal Assessment...



Saved : 40

Revisit : 0

Unsaved : 0

Total : 40

🕒 28:06

Submit

Q 35

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

You are talking to a customer at your desk, suddenly a senior citizen customer interrupts you. What should you do?

OPTIONS

Sir/ Ma'am, could you please give me 2 minutes, I will definitely help you after this customer

Please don't disturb

Wait Please

Sir/Ma'am, please wait for your turn.

◀ Save & Previous

3rd Internal Assessment...



Saved : 1

Revisit : 0

Unsaved : 0

Total : 40

29:22

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

"What type of Mutual Fund Investments are you looking for?" is a/an ----- question.

OPTIONS

Effect

Open ended

Close ended

Background

Save & Previous

Save & Next



3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:26

Submit

Q 36

Q 37

Q 38

Q 39

Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

You are talking to a customer at your desk, suddenly a senior citizen customer interrupts you. What should you do?

OPTIONS

Sir/Ma'am, please wait for your turn.

Sir/ Ma'am, could you please give me 2 minutes, I will definitely help you after this customer

Wait Please

Please don't disturb

Save & Previous

Save & Next





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:21

Submit

Q 35

Q 36

Q 37

Q 38

Q 39

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The Key Objective / Goal in Customer Service is to have a higher share of ___ Customers

OPTIONS

Detractor

Dissatisfied

Passive

Satisfied

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:13

Submit

Q 32

Q 33

Q 34

Q 35

Q 36

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

If a customer is interested in opening an account and wanted more details, what should you do?

OPTIONS

Follow up

Ask the Customer to wait

Inform the Branch Manager

Ignore the Customer

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:11

Submit

Q 31

Q 32

Q 33

Q 34

Q 35

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Listening involves an awareness of Words , Tone Of Voice & _____

OPTIONS

Hearing Capacity

Cues

Body Language

Signals

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:09

Submit

Q 30

Q 31

Q 32

Q 33

Q 34

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Welcome , _____ , Serve & Close is the proper sequence to be followed during the Customer Interaction Cycle .

OPTIONS

Understand

Probe

Enquire

Ask

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:05

Submit

Q 29

Q 30

Q 31

Q 32

Q 33

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Paraphrasing is

OPTIONS

Making the customer know what you have understood.

Repeating word by word, of what the customer says.

Writing down in paragraphs while the customer speaks.

Separating the phrases from the sentence

Save & Previous

Save & Next





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



07:02

Submit

Q 28

Q 29

Q 30

Q 31

Q 32

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

You are attending to Mr Vishwanath your customer. There are a few interruptions, by other customers, during your conversation with him. What will you do?

OPTIONS

Engage with other customers too

Tell the other customers to not disturb you

Obtain permission to handle interruptions

Ignore the customers who are...

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:55

Submit

Q 27

Q 28

Q 29

Q 30

Q 31

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Service Interruptions by mobile Phone, System Issue and Consulting superiors for guidance is Interruptions initiated by

OPTIONS

Colleagues

Customers

others

You

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:52

Submit

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

You get a call while you are talking to a customer. How will you tell the customer, if you want to take that call?

OPTIONS

One minute, I have to take this call

Sir, may I please take this call?

I will take this call

Hold on, for a second, I want to attend this call

Save & Previous

Save & Next





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:40

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

What are the first two things you need to do when you meet the customer .

OPTIONS

Greet & Thank the Customer

Greet

Occupy the Seat

Blame the Customer

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:42

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

What type of questioning technique would you preferably use when the customer says that he is busy during outbound customer meeting?

OPTIONS

effect question

open ended question

background question

close ended question

Save & Next





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:37

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Mr Kuldeep has given you appointment.
You reach his office, after greeting and
thanking him you are supposed to hand
over the _____

OPTIONS

Business Card

Application form

Credit Card application form

Bank Brochures

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 37

Revisit : 0

Unsaved : 0

Total : 40



06:29

Submit

Q 3

Q 4

Q 5

Q 6

Q 7

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Mr Reddy finds it difficult to take decisions and always feels insecure. He needs reassurance for helping him in decision making. What type of a customer is Mr Reddy?

OPTIONS

Egoistic

Business like

Timid

Friendly

< Save & Previous

Save & Next >





3rd Internal Assess...



Saved : 0

Revisit : 0

Unsaved : 0

Total : 40



23.24

Submit

Q 1

Q 2

Q 3

Q 4

C

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The borrowing powers of a company can be found in

OPTIONS

Board Resolution

Articles of Association

Memorandum of Association

Bye-Laws

Save & Next >



←

3rd Internal Assessmen...



Saved : 6

Revisit : 0

Unsaved : 0

Total : 40



21:47

Submit

Q 4

Q 5

Q 6

Q7

Q 8

Single Correct • 1 Mark • Negative Marking: -0.33



Limited Liability Partnership is registered with

OPTIONS

Registrar of Assurances

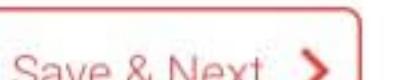
Registrar of firms

Registrar of Co-operatives

Registrar of Companies



Open & Readiness



←

3rd Internal Assessmen...



Saved : 6

Revisit: 0

Unsaved : 0

Total : 40



21:49

Submit

Q 3

Q 4

Q 5

Q 6

Q7

Single Correct • 1 Mark • Negative Marking: -0.33



Partnership firm is registered with

OPTIONS

Local bodies

Registrar of firms

Registrar of assurances

Registrar of Companies



Open & Readiness





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Minimum and Maximum number of members in case of a LLP is

OPTIONS

2-unlimited

7-unlimited

2-100

No Minimum-unlimited

Save & Next ➤





0.00 KB/S Vo 4G 61



sApp

ssessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

A customer sends funds through NEFT himself on PNB

OPTIONS

Paper Transaction

Transfer Transaction

Electronic Transaction

Manual Transaction

Save & Previous

Save & Next



WhatsApp

2 new messages

Revisit : 0

Unsaved : 0

Total : 40

00:00

Submit

Q 3

Q 4

Q 5

Q 6

Q 7

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Authorised Capital of a company is mentioned in

OPTIONS

Memorandum of Association

Certificate of Incorporation

Certificate to commence business

Articles of Association

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

The main document of a trust is

OPTIONS

Bye-laws

Society Deed

Partnership Deed

Trust Deed

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 6

Q 7

Q 8

Q 9

Q 10

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

In case of cash credit account the banker customer relation is

OPTIONS

Lessor-Lessee

Creditor- Debtor

Debtor- Creditor

Principal-Agent

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 8

Q 9

Q 10

Q 11

Q 12

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Limited Liability Partnership is registered with

OPTIONS

Registrar of firms

Registrar of Assurances

Registrar of Companies

Registrar of Co-operatives

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 10

Q 11

Q 12

Q 13

Q 14

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Mr Anjan submits a Personal Loan application of ₹ 50,00,000 is treated as

OPTIONS

Miscellaneous Transaction

Multiple Transaction

Financial Transaction

Non-Financial Transaction

< Save & Previous

Save & Next >



 3rd Internal Assessmen...

Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 9

Q 10

Q 11

Q 12

Q 13

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The amount receivable on account of credit sales is

OPTIONS

Work in Process

Raw Materials

Finished Goods

Trade Receivable

Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 7

Q 8

Q 9

Q 10

Q 11

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Partnership firm is registered with

OPTIONS

Registrar of assurances

Registrar of firms

Local bodies

Registrar of Companies

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 5

Q 6

Q 7

Q 8

Q 9

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The borrowing powers of a company can be found in

OPTIONS

Memorandum of Association

Articles of Association

Board Resolution

Bye-Laws

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 4

Q 5

Q 6

Q 7

Q 8

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

The liability of the partner in case of a LLP
is

OPTIONS

Depends upon the mutual agreement

Depends on the Partnership deed

limited

unlimited

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Business owned and managed by a single person is called as

OPTIONS

Sole Proprietorship

Limited Company

Partnership

Trust

< Save & Previous

Save & Next >



3rd Internal Assessment - BU... i

Saved : 34

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 35 Q 36 Q 37 Q 38 Q 39 Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Which of the following is a Current Asset

OPTIONS

Investment in Sister Concerns

Security Deposit with Government

Advance paid to suppliers

Investment in Shares

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 32

Revisit : 0

Unsaved : 0

Total : 40

00:00

Submit

Q34 Q 35 Q 36 Q 37 Q 38 Q 39 Q

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which of the following is a Long Term Liability

OPTIONS

Debentures

Provision for Taxes

Sundry Creditors

Bills Payable

< Save & Previous

Save & Next >

< 3rd Internal Assessment - BU... i

Saved : 31

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q33 Q 34 Q 35 Q 36 Q 37 Q 38 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Cash credit account is generally valid for

OPTIONS

15 months

12 months

72 Months

60 months

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 30

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q32 Q33 Q34 Q35 Q36 Q37 Q38

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The capital contributed by the owner is a

OPTIONS

Income

Asset

Expenses

Liability

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 29

Revisit : 0

Unsaved : 0

Total : 40

00:00

Submit

Q1 Q 32 Q 33 Q 34 Q 35 Q 36 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Which of the following is a Current Liability

OPTIONS

Tax provision

Secured Loans from Banks

Unsecured loans from relatives and friends

Term Loan from SFC

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 28

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 30 Q 31 Q 32 Q 33 Q 34 Q 35 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Current Assets are also known as

OPTIONS

Total Non Current Assets

Total of Current & Non Current Assets

Gross Working Capital

Net Working Capital

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 27

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q29 Q 30 Q 31 Q 32 Q 33 Q 34 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Net profit shall be

OPTIONS

Shown as Asset

Deducted from Capital

Added to Capital

Shown as Liability

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 26

Revisit : 0

Unsaved : 0

Total : 40

00:00

Submit

Q28 Q29 Q30 Q31 Q32 Q33 Q

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

If the total of the liabilities is Rs. 100,000 and the value of the fixed assets is Rs. 60,000, then the value of other assets shall be

OPTIONS

Rs. 40,000

Insufficient information

Rs. 60,000

Rs. 30,000

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 25

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 27 Q 28 Q 29 Q 30 Q 31 Q 32 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The outstanding amount of credit purchases made can be ascertained from

OPTIONS

Sundry Creditors

Cash Credit

Bills Receivable

Sundry Debtors

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 24

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 25 Q 26 Q 27 Q 28 Q 29 Q 30

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The Profit and Loss account helps us to ascertain

OPTIONS

Outstanding Incomes

Outstanding Expenses

Gross Profit/Loss

Net Profit/Loss

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 23

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 25

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

In accountancy the accounts are classified into

OPTIONS

2 Categories- Assets and Liabilities

3 categories-Personal, Real, Nominal

2 Categories- Personal & Real

2 Categories- Debit and Credit

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 21

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 23 Q 24 Q 25 Q 26 Q 27 Q 28 Q 29

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The trading account/Manufacturing account is prepared to ascertain

OPTIONS

closing stock

Gross profit

Net Profit

Operating Profit

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 20

Revisit : 0

Unsaved : 0

Total : 40

00:00

Submit

Q 21 Q 22 Q 23 Q 24 Q 25 Q 26 Q 27

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Carriage inwards will be a part of

OPTIONS

Current Liability

Current Asset

Trading Account

Profit & Loss account

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 19

Revisit : 0

Unsaved : 0

Total : 40



Submit

Q 20 Q 21 Q 22 Q 23 Q 24 Q 25 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Which one of the following is an intangible asset

OPTIONS

Pre-paid expenses

Copy right

Opening Stock

Closing Stock

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 18

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q19 Q 20 Q 21 Q 22 Q 23 Q 24 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Mr. Raju Deposits a Cheque issued by Mr. Ram. The entry passed by the bank will be

OPTIONS

Dr.- Ram's A/C Cr. Raju's A/c

Dr.- Raju's A/C Cr. Ram's A/c

Dr.- Raju's A/C Cr. Cheque A/c

Dr.- Raju's A/C Cr. Cash A/c

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 17

Revisit : 0

Unsaved : 0

Total : 40



Submit

Q 18 Q 19 Q 20 Q 21 Q 22 Q 23 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The adjustment entry in closing stock of the company will impact

OPTIONS

Trading account and assets side of balance sheet

Profit and loss account and Liabilities side of balance sheet

Profit and loss account and assets side of balance sheet

Trading account and Liability side of balance sheet

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 16

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q17 Q18 Q19 Q20 Q21 Q22 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Identify the Personal Account among
the following

OPTIONS

Commission of Drafts

Xerox Charges

Interest received on advances

CA of M/S Raj & Co

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 14

Revisit : 0

Unsaved : 0

Total : 40



Submit

Q 15 Q 16 Q 17 **Q 18** Q 19 Q 20

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Which of the following is a Non-financial transaction

OPTIONS

Submission of KYC Document

Realisation of a Cheque

Remittance of Cash

Purchase of Draft

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 14

Revisit : 0

Unsaved : 0

Total : 40



Submit

Q 14 Q 15 Q 16 Q 17 Q 18 Q 19 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Any expenses paid in advance shall be treated as

OPTIONS

Asset

Expenses

Income

Liability

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 14

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q13 Q14 Q15 Q16 Q17 Q18 Q19

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

In General Ledger Summary

OPTIONS

Debit Balances include Liabilities and Income accounts

Credit Balances include Liabilities and Income accounts

Credit Balances include Assets and Expenditure accounts

Debit Balances include Income and Expenditure accounts

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 11

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q12 Q13 Q14 Q15 Q16 Q17 Q18

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

A customer submitted a request form for updating the communication address is treated as

OPTIONS

Transfer Transaction

Multiple Transaction

Financial Transaction

Non-Financial Transaction

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 10

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q1 Q12 Q13 Q14 Q15 Q16 Q17

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The amount receivable on account of credit sales is

OPTIONS

Finished Goods

Work in Process

Trade Receivable

Raw Materials

Save & Previous

Save & Next

< 3rd Internal Assessment - BU... i

Saved : 8

Revisit : 0

Unsaved : 0

Total : 40



Submit

8

Q 9

Q 10

Q 11

Q 12

Q 13

Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

While disbursing Jewel Loan to a Savings Account of the borrower one of the following is correct

OPTIONS

Jewel Loan account will be debited

Cash account will be debited

Jewel Loan account will be credited

Savings account will be debited

< Save & PreviousSave & Next >

3rd Internal Assessment - BU... i

Saved : 7

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

7

Q 8

Q 9

Q 10

Q 11

Q 12

Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

A customer sends funds through NEFT himself on PNB

OPTIONS

Electronic Transaction

Transfer Transaction

Paper Transaction

Manual Transaction

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 6

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 5 Q 6 Q 7 Q 8 Q 9 Q 10

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The liability of the partner in case of a LLP is

OPTIONS

limited

Depends on the Partnership deed

unlimited

Depends upon the mutual agreement

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 4

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

4

Q 5

Q 6

Q 7

Q 8

Q 9

Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Limited Liability Partnership is registered with

OPTIONS

Registrar of firms

Registrar of Companies

Registrar of Co-operatives

Registrar of Assurances

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 2

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

1 Q 2 Q 3 Q 4 Q 5 Q 6 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Minimum and Maximum number of members in case of a LLP is

OPTIONS

2-unlimited

2-100

No Minimum-unlimited

7-unlimited

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 0

Revisit : 0

Unsaved : 0

Total : 40



Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The main document of a trust is

OPTIONS

Trust Deed

Society Deed

Partnership Deed

Bye-laws

Save & Next >

3rd Internal Assessment - BU... i

Saved : 1

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Q 6

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Business owned and managed by a single person is called as

OPTIONS

Partnership

Sole Proprietorship

Trust

Limited Company

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 7

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 5 Q 6 Q 7 **Q 8** Q 9 Q 10

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Partnership firm is registered with

OPTIONS

Local bodies

Registrar of firms

Registrar of assurances

Registrar of Companies

Save & Previous

Save & Next

3rd Internal Assessment - BU... i

Saved : 9

Revisit : 0

Unsaved : 0

Total : 40



Submit

9 Q 10 Q 11 Q 12 Q 13 Q 14 Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Mr Anjan submits a Personal Loan application of ₹ 50,00,000 is treated as

OPTIONS

Financial Transaction

Miscellaneous Transaction

Non-Financial Transaction

Multiple Transaction

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 15

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 15 Q 16 Q 17 Q 18 Q 19 Q 20

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Term loan instalments payable within 12 months are

OPTIONS

Current Asset

Long Term Liability

Non-current Liability

Current Liability

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 22

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q24

Q 25

Q 26

Q 27

Q 28

Q 29

Q

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

Reduction in the value of asset due to usage/wear & tear/passage of time is called as

OPTIONS

Outstanding Expenses

Depreciation

Expenses

Liability

< Save & Previous

Save & Next >

3rd Internal Assessment - BU... i

Saved : 33

Revisit : 0

Unsaved : 0

Total : 40

⌚ 00:00

Submit

Q 35 Q 36 Q 37 Q 38 Q 39 Q 40

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

The trucks with a truck dealer are classified as

OPTIONS

Non-current asset

Fixed Asset

Current Asset

Investment

Save & Previous

Save & Next



3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



12:27

Submit

Q 15

Q 16

Q 17

Q 18

Q 19

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

A customer submitted a request form for updating the communication address is treated as

OPTIONS

Transfer Transaction

Financial Transaction

Non-Financial Transaction

Multiple Transaction

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



12:33

Submit

Q 17

Q 18

Q 19

Q 20

Q 21

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which of the following is a Non-financial transaction

OPTIONS

Realisation of a Cheque

Remittance of Cash

Purchase of Draft

Submission of KYC Document

Save & Previous

Save & Next





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:46

Submit

Q 22

Q 23

Q 24

Q 25

Q 26

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The outstanding amount of credit purchases made can be ascertained from

OPTIONS

Sundry Creditors

Cash Credit

Bills Receivable

Sundry Debtors

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:51

Submit

Q 24

Q 25

Q 26

Q 27

Q 28

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The Profit and Loss account helps us to ascertain

OPTIONS

Outstanding Incomes

Gross Profit/Loss

Net Profit/Loss

Outstanding Expenses

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:57

Submit

Q 27

Q 28

Q 29

Q 30

Q 31

Single Correct • 1 Mark • Negative Marking: -0.33

C Revisit

In accountancy the accounts are classified into

OPTIONS

2 Categories- Debit and Credit

2 Categories- Personal & Real

3 categories-Personal, Real, Nominal

2 Categories- Assets and Liabilities

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 13

Revisit : 0

Unsaved : 0

Total : 40



00:00

Submit

Q 1

Q 2

Q 3

Q 4

Q 5

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Business owned and managed by a single person is called as

OPTIONS

Sole Proprietorship

Limited Company

Partnership

Trust

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 29

Revisit : 0

Unsaved : 0

Total : 40



13:59

Submit

Q 28

Q 29

Q 30

Q 31

Q 32

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Reduction in the value of asset due to usage/wear & tear/passage of time is called as

OPTIONS

Liability

Depreciation

Expenses

Outstanding Expenses

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:55

Submit

Q 26

Q 27

Q 28

Q 29

Q 30

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Which one of the following is an intangible asset

OPTIONS

Copy right

Closing Stock

Pre-paid expenses

Opening Stock

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:53

Submit

Q 25

Q 26

Q 27

Q 28

Q 29

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

A commission of Rs. 250 earned by bank on issue of draft by way of cash- In this case the right entry will be

OPTIONS

Dr-Commission Cr. Party's account

Dr-Cash Cr. Commission

Dr-Commission Cr. Cash

Dr-Commission Cr. Draft

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:48

Submit

Q 23

Q 24

Q 25

Q 26

Q 27

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

The trading account/Manufacturing account is prepared to ascertain

OPTIONS

Gross profit

closing stock

Net Profit

Operating Profit

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:43

Submit

Q 21

Q 22

Q 23

Q 24

Q 25

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

The adjustment entry in closing stock of the company will impact

OPTIONS

Profit and loss account and Liabilities side of balance sheet

Trading account and assets side of balance sheet

Profit and loss account and assets side of balance sheet

Trading account and Liability side of balance sheet

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



13:32

Submit

Q 20

Q 21

Q 22

Q 23

Q 24

Single Correct • 1 Mark • Negative Marking: -0.33

Revisit

Mr. Raju Deposits a Cheque issued by Mr. Ram. The entry passed by the bank will be

OPTIONS

Dr.- Raju's A/C Cr. Ram's A/c

Dr.- Ram's A/C Cr. Raju's A/c

Dr.- Raju's A/C Cr. Cheque A/c

Dr.- Raju's A/C Cr. Cash A/c

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



12:42

Submit

Q 19

Q 20

Q 21

Q 22

Q 23

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Carriage inwards will be a part of

OPTIONS

Current Liability

Profit & Loss account

Current Asset

Trading Account

< Save & Previous

Save & Next >





3rd Internal Assessmen...



Saved : 30

Revisit : 0

Unsaved : 0

Total : 40



12:39

Submit

Q 18

Q 19

Q 20

Q 21

Q 22

Single Correct • 1 Mark • Negative Marking: -0.33

↻ Revisit

Any expenses paid in advance shall be treated as

OPTIONS

Income

Asset

Expenses

Liability

< Save & Previous

Save & Next >

