



**INDIAN SCHOOL MUSCAT**  
**DEPARTMENT OF COMMERCE AND HUMANITIES**  
**EMPLOYABILITY SKILL WORK SHEET -1**  
**CLASS XII**  
**UNIT – 1 COMMUNICATION SKILLS**

1.	<b>MULTIPLE CHOICE QUESTIONS</b> <b>Read carefully all the options given below the question and choose the correct option(s).</b>
2.	What is the purpose of communication? a) Inform (tell someone about something) b) Influence (get someone to do something you want) c) Share thoughts, ideas, feelings d) All of the above
3.	Which of the following method is used to receive information from the sender? (a) Listening (b) Speaking (c) Telling (d) Writing
4.	By which action can a sender send his or her messages? (a) Listening (b) Speaking (c) Sleeping (d) None of the above
5.	Choose the correct example of oral communication. (a) Reports (b) Newspapers (c) Face-to-face interaction (d) Notes
6.	What are the words we should use when we communicate verbally? (a) Use straight words (b) Use simple words (c) Use precise words (d) Use fixed words
7.	Why do we send emails? (a) To communicate information (b) To share documents and files (c) To talk to each other (d) Both (a) and (b)
8.	Which of these is a positive (good) facial expression? (a) Staring hard (b) Nodding while listening (c) Wrinkled forehead (d) Looking away from the speaker

9.	<p>What does an upright (straight) body posture convey or show?</p> <ul style="list-style-type: none"> <li>(a) Shyness</li> <li>(b) Fear</li> <li>(c) Confidence</li> <li>(d) Intelligence</li> </ul>
10.	<p>Which of these is not an appropriate non-verbal communication at work?</p> <ul style="list-style-type: none"> <li>(a) Putting arm around a coworker's shoulder</li> <li>(b) Shaking hands firmly</li> <li>(c) Looking at the speaker with a smile</li> <li>(d) Standing with an upright posture</li> </ul>
11.	<p>When you are preparing for a presentation, you should</p> <ul style="list-style-type: none"> <li>(a) focus on the message</li> <li>(b) practice hand gestures</li> <li>(c) try different speaking techniques</li> <li>(d) All of the above</li> </ul>
12.	<p>What is phonetics?</p> <ul style="list-style-type: none"> <li>(a) It is the study of how we write words in English.</li> <li>(b) It is the study of how people understand sentences.</li> <li>(c) It is the study of how many words the English language has.</li> <li>(d) It is the study of the sounds we make when we speak.</li> </ul>
13.	<p>What are the different types of sounds we use in English pronunciation?</p> <ul style="list-style-type: none"> <li>(a) Vowel sounds</li> <li>(b) Diphthong sounds</li> <li>(c) Consonant sounds</li> <li>(d) All of the above</li> </ul>
14.	<p>You have been standing in a queue for a long time to buy tickets for a movie. A man suddenly comes and stands in front of you, out of turn. What should you do?</p> <ul style="list-style-type: none"> <li>(a) Scream at the person so that he never repeats the mistake</li> <li>(b) Inform him politely that there is a queue and everyone is waiting for their turn</li> <li>(c) Stay quiet and let the person go ahead</li> <li>(d) Not say anything directly but complain about him to other people</li> </ul>
15.	<p>A good friend of yours is very upset as her best friend has had a terrible accident. You are tired from the day's work. The phone rings and the caller I.D. show that it's her. What should you do?</p> <ul style="list-style-type: none"> <li>(a) Ignore the call because you are tired</li> <li>(b) Answer the call and talk to her for as long as she wants to</li> <li>(c) Tell her that you are too tired and she should call someone else</li> <li>(d) Listen to her for some time and then tell her that you will talk again tomorrow</li> </ul>

16.	<p>Your friend wants you to come play basketball with him but you haven't finished your homework that is due tomorrow. He insists that if you don't come they will not win and it will be your fault. He keeps insisting and even asks other people to convince you to play the match. What should you do?</p> <p>(a) Play the match because otherwise your friend will be upset  (b) Play the match and make some excuse to your teacher about the homework  (c) Make an excuse that you are sick and avoid playing the match  (d) Explain clearly that you need to complete your homework so you cannot play</p>
17.	<p>One of your friends is taking a leave and wants you to tell the teacher that he is sick. What should you tell your friend?</p> <p>(a) Yes, I can do that.  (b) No, I cannot do that because I don't want to lie to the teacher.  (c) I understand that you want to take leave but why don't you tell the correct reason?  (d) No. I cannot help you.</p>
18.	<p>Select the option which completes the sentence correctly — I have to go to the doctor____ I will not be coming to school on Monday.</p> <p>(a) and  (b) but  (c) so  (d) because</p>
19.	<p>What is a sentence?</p> <p>(a) A group of ideas that forms a complete paragraph.  (b) A group of words that communicates a complete thought.  (c) A set of rules that we must follow to write correctly.  (d) A set of words that contains all the basic punctuation marks.</p>
20.	<p>Which of these sentences is capitalised correctly?</p> <p>(a) I am Hungry.  (b) Divya and sunil are reading.  (c) The bucket is Full of water.  (d) She lives in Delhi.</p>
21.	<p>Which of these sentences are punctuated correctly?</p> <p>(a) Where are you going.  (b) I have a pen a notebook and a pencil.  (c) I am so happy to see you!  (d) This is Abdul's house?</p>
22.	<p>Identify the object in the sentence, "The children played football."</p> <p>(a) The children  (b) Children played  (c) Played  (d) Football</p>



23.	Identify the subject in the sentence, “The children played football.” (a) The children (b) Children played (c) Played (d) Football
24.	Which of these sentences has both indirect and direct objects? (a) I am watching TV. (b) She bought a blue pen. (c) The girls played cricket. (d) He wrote his sister a letter.
25.	Which of these are formal greetings? (a) Good morning (b) Good evening (c) Good afternoon (d) All of the above
26.	Which of these sentences is in passive voice? (a) They are watching a movie. (b) The clock was repaired by Raju. (c) He is sleeping in the room. (d) My pet dog bit the postman.
27.	In which of these situations can you say ‘Hi’? (a) When you meet your teacher in class. (b) When you meet a senior. (c) When you meet your sister at home. (d) When you meet your friends at a shop.
28.	At which of these times can you say ‘Good evening’? (a) 11am (b) 9am (c) 2pm (d) 7pm
29.	Which of these details can you say while introducing a person? (a) The person’s name (b) How you know the person (c) Something interesting about the person (d) All of the above
30.	Use the following words to complete the form given below: football and swimming, seven years old, Hassan, Yasmin, in Bangalore. (a) My first name is _____. (b) My surname is _____. (c) I am _____. (d) I live _____. (e) I do not like _____.

31.	<p>Select the correct answer for the following question: A postal code is _____</p> <p>(a) A group of numbers or letters used to identify a government building. (b) A code used to indicate the door number of a house. (c) A group of numbers or letters used by the post office to identify a region. (d) A code used to identify different post offices.</p>
32.	<p>What are close-ended questions?</p> <p>(a) Questions that can have any answer (b) Questions that do not have answers (c) Questions with yes or no answers (d) Questions that have many answers</p>
33.	<p>Which of these are open-ended questions?</p> <p>(a) Where do you live? (b) Are you hungry? (c) How do you feel? (d) Did you meet him?</p>
34.	<p>Which is not a question word?</p> <p>(a) What (b) Want (c) Which (d) How</p>
35.	<p>Your mother's or father's sister is your _____ .</p> <p>(a) parent (b) sister (c) uncle (d) aunt</p>
36.	<p>Your uncle's children are your _____ .</p> <p>(a) parents (b) cousins (c) brother (d) sister</p>
37.	<p>A father-in-law is my _____ .</p> <p>(a) mother's father (b) cousin's father (c) uncle's father (d) husband or wife's father</p>
38.	<p>Your father's or mother's brother is your _____ .</p> <p>(a) cousin (b) uncle (c) parent (d) brother</p>

39.	<p>Write the correct adverbs of frequency that can be used in the following sentences against each sentence (Options — Seldom, Sometimes, Usually, Always, Never)</p> <p>(a) I eat breakfast every day. _____</p> <p>(b) I don't drink coffee at all. _____</p> <p>(c) Once in a while I walk to the beach. ____</p> <p>(d) I generally play cricket after school. ____</p> <p>(e) I rarely sleep in the afternoon. _____</p>		
40.	<p>Which of the following are chores (or work) and which are habits? Mark the chores as 'C' and habits as 'H'.</p> <p>(a) I wash my clothes every day. _____</p> <p>(b) After dinner, I wash the dishes. _____</p> <p>(c) On Sunday, I clean my house. _____</p> <p>(d) I go to sleep at 10 pm. _____</p> <p>(e) I brush my teeth every morning. _____</p>		
41.	<p>Fill in the blanks using the given prepositions (across, of, into, to) to complete the sentences.</p> <ol style="list-style-type: none"> <li>Go _____ the bridge and on the other side you will see a park.</li> <li>Turn left _____ Acacia lane.</li> <li>Go past the newspaper shop and carry on until you come _____ a bridge.</li> <li>Go out _____ the building and turn left.</li> </ol>		
42.	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>B. Match the Following</b></p> <p style="text-align: center;"><b>Column A</b></p> <p style="text-align: center;"><b>Communication Barriers</b></p> <ol style="list-style-type: none"> <li>Language</li> <li>Emotional</li> <li>Environmental</li> <li>Cultural</li> </ol> </td> <td style="width: 50%; vertical-align: top;"> <p style="text-align: center;"><b>Column B</b></p> <p style="text-align: center;"><b>Examples</b></p> <p>Taking an official call on your mobile where the mobile phone reception is poor</p> <p>Hugging a person in a foreign country where such an act is rude and disrespectful</p> <p>Talking in Hindi when others know only German</p> <p>Teacher is too angry and is not willing to accept any reason from a student who is late for an examination</p> </td> </tr> </table>	<p><b>B. Match the Following</b></p> <p style="text-align: center;"><b>Column A</b></p> <p style="text-align: center;"><b>Communication Barriers</b></p> <ol style="list-style-type: none"> <li>Language</li> <li>Emotional</li> <li>Environmental</li> <li>Cultural</li> </ol>	<p style="text-align: center;"><b>Column B</b></p> <p style="text-align: center;"><b>Examples</b></p> <p>Taking an official call on your mobile where the mobile phone reception is poor</p> <p>Hugging a person in a foreign country where such an act is rude and disrespectful</p> <p>Talking in Hindi when others know only German</p> <p>Teacher is too angry and is not willing to accept any reason from a student who is late for an examination</p>
<p><b>B. Match the Following</b></p> <p style="text-align: center;"><b>Column A</b></p> <p style="text-align: center;"><b>Communication Barriers</b></p> <ol style="list-style-type: none"> <li>Language</li> <li>Emotional</li> <li>Environmental</li> <li>Cultural</li> </ol>	<p style="text-align: center;"><b>Column B</b></p> <p style="text-align: center;"><b>Examples</b></p> <p>Taking an official call on your mobile where the mobile phone reception is poor</p> <p>Hugging a person in a foreign country where such an act is rude and disrespectful</p> <p>Talking in Hindi when others know only German</p> <p>Teacher is too angry and is not willing to accept any reason from a student who is late for an examination</p>		
43.	<p><b>C. Subjective question</b></p> <p>Write down the seven factors affecting perspectives in communication. Provide examples, explaining how each factor affects communication.</p>		
44.	<p>B. Write the following sentences in your notebook and mark the nouns, pronouns, adjectives, verbs and adverbs in these sentences.</p> <ol style="list-style-type: none"> <li>Sanjay plays football everyday</li> <li>Divya gave him new books.</li> <li>I opened the red box carefully.</li> </ol>		



45.	Write down the different types of verbal communication with examples of each.
46.	<p>Identify the conjunctions and prepositions (Remember, conjunctions join two sentences while prepositions help answer the words 'where', 'when' and 'how'). Write the conjunctions and prepositions from the list given below in the correct box.</p> <p>Under, And, In, At, Or, Up</p> <p style="text-align: center;"><b>Conjunction                      Preposition</b></p>
47.	Write one sentence of each type — statement, question, exclamatory and order.
48.	Draw any two common signs used for visual communication.
49.	Which is your favourite festival? Write two paragraphs about your favourite festival.
50.	<p><b>For each sentence, Identify the phrase and state its kind.</b></p> <ol style="list-style-type: none"> <li>1. He was a man of great wealth.</li> <li>2. The principal was an old man of friendly disposition.</li> <li>3. The workers belonged to a tribe dwelling in the hills.</li> <li>4. There I met a boy with red hair.</li> <li>5. Only a man with plenty of money can buy a car of such beauty and power.</li> <li>6. He was a young man of great promise.</li> <li>7. He wore a turban made of gold.</li> <li>8. He ran with great speed.</li> <li>9. You can buy it in all places.</li> <li>10. He replied in a very rude manner.</li> <li>11. How does he live without any worries?</li> </ol>
51.	<p><b>Identify the following sentences as simple, compound or complex.</b></p> <ol style="list-style-type: none"> <li>a. The production of a single pound of honey requires nectar from approximately two million flowers.</li> <li>b. The vibrant trumpet-shaped blooms of the trumpet vine make it ideal for attracting humming birds.</li> <li>c. We can watch the boxing match, which will be broadcasted at nine o'clock, or we can view the documentary about the greatest innovations of the twenty-first century.</li> <li>d. Russia has a variety of natural resources, including oil, natural gas, timber, iron ore, copper and lead.</li> <li>e. The right hemisphere of the human brain typically controls muscle movement on the left side of the body.</li> <li>f. Aaron has an unconventional swing, but he manages to drive the ball farther than some professional golfers.</li> <li>g. During last night's thunderstorm, a flurry of tiny hailstones danced across the roof of our house.</li> <li>h. An avid reader, Thomas attends weekly book club meetings, and he finishes several novels every month.</li> </ol>