

SS101 - Soft Skills for Base Line Staff in Service sector

Topic: Concept of Effective Communication - Components of Effective Communication - Conviction, confidence & enthusiasm, Listening

1. Every message we send should have a clear _____.

- A) word
- B) purpose
- C) spelling
- D) ending

Complexity: Easy

Topic: Concept of Effective Communication - KISS (keep it short & sweet) in communication – Composing effective messages

1. If we have to communicate with someone about a number of different topics, we should consider writing a _____ email for each one.

- A) common
- B) separate
- C) attached
- D) combined

Complexity: Easy

Topic: Concept of Effective Communication - Barriers to Communication – Int & Ext Barriers: - Intrinsic Motivation, Perception, Language, Fear, Power of speech etc.

1. The abbreviation NEWS means-

- A) North East West South
- B) Never Eat While Sleeping
- C) Night Ends While Sitting
- D) North East We See

Complexity: Easy

Topic: Concept of 4 step method for presentation - Presentation

1. A speaker has to dress _____ for the presentation.

- A) informally
- B) casually
- C) formally
- D) clumsily

Complexity: Easy

2. The girl in the picture is _____.



- A) Amazed
- B) Nervous
- C) Happy
- D) Sleepy

Complexity: Easy

MeritTrac - Confidential