

English Literacy | अंग्रेजी साक्षरता

Q.1 The plumber ----- the pipes yesterday.

- (A) repair
- (B) repaired
- (C) was repair
- (D) was repaired

Answer : D

Q.2 Kumar ----- a good carpenter.

- (A) are
- (B) can
- (C) be
- (D) is

Answer : D

Q.3 Come tomorrow and fix the door knob. This sentence is -----

- (A) interrogative
- (B) imperative
- (C) exclamatory
- (D) none

Answer : B

Q.4 How effective the CTS training has been! This sentence is -----

- (A) exclamatory
- (B) imperative
- (C) declarative
- (D) none

Answer : A

Q.5 While addressing your boss, you should be -----

- (A) impolite
- (B) informal
- (C) formal
- (D) none

Answer : C

Q.6 The customer requested the lady executive to display the different mobile phone models. The customer asked ----- to mention the cost of the mobiles too.

- (A) him
- (B) his
- (C) her
- (D) It

Answer : C

Q.7 The ITI Principal called Manoj. The Principal asked ----- to show ----- hall ticket for the CTS examination.

- (A) him, his
- (B) him, her
- (C) her, his
- (D) her, him

Answer : A

Q.8 Hi, how are you? What's up? – These are examples of -----

- (A) formal communication
- (B) informal communication
- (C) polite communication
- (D) none

Answer : B

Q.9 How do you come to work? What is your qualification? – These are examples of -----.

- (A) formal communication
- (B) informal communication
- (C) impolite communication
- (D) Improper communication

Answer : A

Q.10 If you meet your supervisor in the grocery store, you will -----.

- (A) turn your face and go away
- (B) run to him/her and hug him/her
- (C) greet him/her formally
- (D) greet him/her informally

Answer : C

Q.11 When you borrow a screwdriver from a trainee, you should say, '-----'

- (A) Give me your screwdriver
- (B) Can you give me your screwdriver?
- (C) What a nice screwdriver you have!
- (D) Spare me your screwdriver

Answer : B

Q.12 The company asked the carpenter to design a box with the given dimensions. When it was approved, he made many more ----- for the company.

- (A) box
- (B) cabinets
- (C) boxes
- (D) numbers

Answer : C

Q.13 Magnificent, large, thin, lengthy, square, bright, sharp, hard – are examples of -----.

- (A) describing words
- (B) action words
- (C) pronouns

(D) naming words

Answer : A

Q.14 Table, wire, socket, cable, hammer, nail, pipe, motor, refrigerator – are examples of -----.

(A) action words

(B) pronouns

(C) describing words

(D) naming words

Answer : D

Q.15 Fix, measure, pull, lift, grind, mix, operate – are examples of -----.

(A) pronouns

(B) action words

(C) describing words

(D) naming words

Answer : B

Q.16 Commas, full stops, question marks – are examples of -----.

(A) design

(B) punctuation marks

(C) formal communication

(D) none

Answer : B

Q.17 You are requested to complete the given assignment by Monday. This is an example of -----.

(A) impolite communication

(B) formal communication

(C) informal communication

(D) oral communication

Answer : B

Q.18 Gestures, facial expressions, eye contact are examples of -----.

(A) verbal communication

(B) non-verbal communication

(C) acting skills

(D) communication skills

Answer : B

Q.19 I have received complaints about workplace safety. Please check them immediately and share the details with me. This is an example of -----.

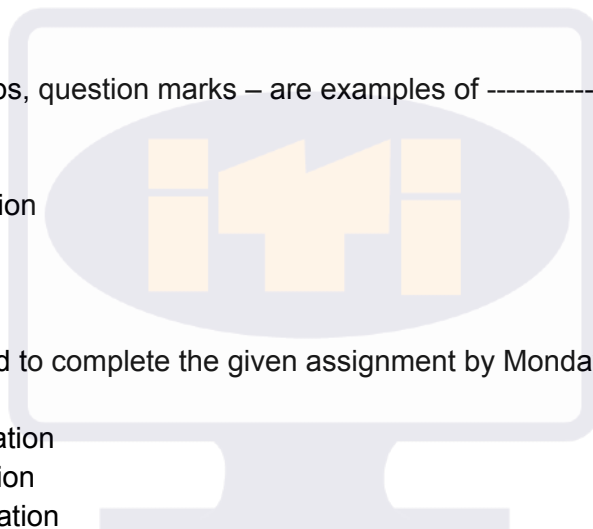
(A) casual communication

(B) formal workplace communication

(C) informal communication

(D) informal workplace communication

Answer : B



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Q.20 Greetings help you to -----.

- (A) establish a connection with someone you meet in formal and informal situations.
- (B) establish a connection with someone you meet in formal situations.
- (C) establish a connection with someone you meet in informal situations.
- (D) establish cordial relationship

Answer : A

Q.21 When you meet the instructor inside or outside the ITI, it is - -----.

- (A) always formal
- (B) always informal
- (C) formal inside the ITI
- (D) informal outside the ITI

Answer : A

Q.22 In the context of an interview ----- greetings is to be used.

- (A) formal
- (B) informal
- (C) friendly
- (D) cordial

Answer : A

Q.23 When you make an enquiry at a bank, it is ----- situation.

- (A) an informal
- (B) a formal
- (C) a friendly
- (D) a casual

Answer : B

Q.24 During the COVID-19 pandemic, it is better to ----- than shake hands, and say Namaste, than -----.

- (A) hug, wave hands
- (B) wave hands, hug
- (C) hold hands, hug
- (D) none

Answer : B

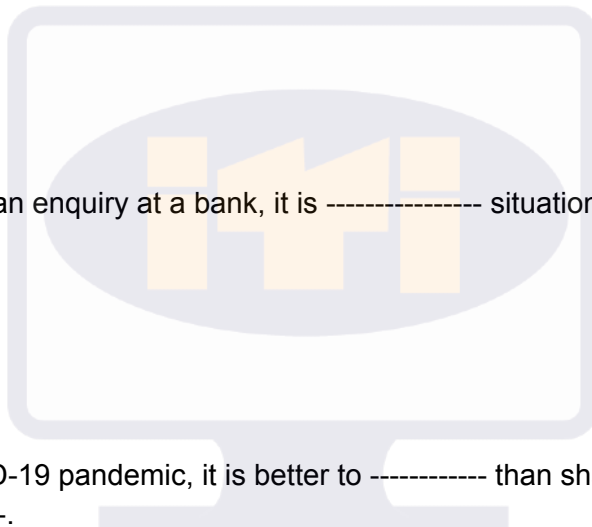
A good ----- helps to create a good first impression.

- Q.25 (A) family
- (B) friend
- (C) self-introduction
- (D) all of the above

Answer : C

Q.26 We may have to introduce colleagues, peers and superiors in ----- context.

- (A) -introductionselfn
- (B) informal
- (C) formal
- (D) official



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Answer : C

Q.27 A quick self-introduction is called -----.

- (A) elevation pitch
- (B) elevator tone
- (C) elevator pitch
- (D) elevator tone

Answer : C

Q.28 When you attend a friend's wedding with your father, you may have to introduce your father to your friend and your friend to your father. What kind of situation is it?

- (A) elevator pitch
- (B) formal
- (C) informal
- (D) elevator tone

Answer : C

Q.29 As a customer sales executive in an electrical appliances showroom, your greetings and introduction of your instructor to your supervisor shall be _____

- (A) descriptive
- (B) formal
- (C) informal
- (D) elevator tone

Answer : B

Q.30 ----- are persons with very good behaviour, achievements and lead as an example.

- (A) customer service executives
- (B) sales supervisors
- (C) ITI instructors
- (D) role models

Answer : D

Q.31 Role models ----- people to follow them.

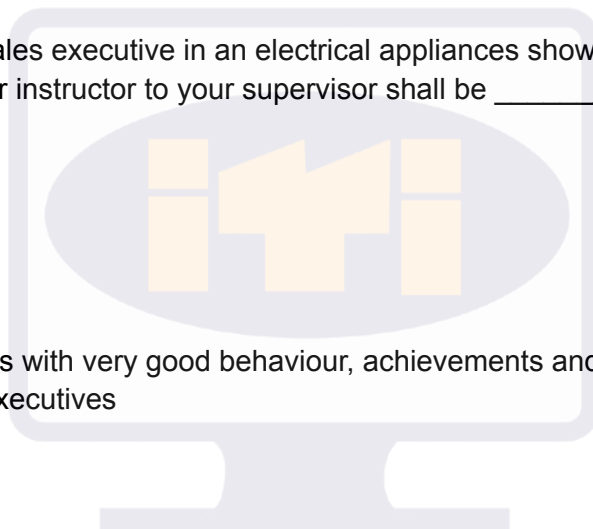
- (A) elevate
- (B) instruct
- (C) inspire
- (D) none

Answer : C

Q.32 Role models inspire people to follow them though they have ----- and have met -----.

- (A) elevation, failures
- (B) strengths, failures
- (C) weaknesses, failures
- (D) elevation, successes

Answer : C



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Q.33 Human beings are ----- by nature. It is the cultivation of ----- habits that makes one a better person.

- (A) perfect, good
- (B) perfect, strength
- (C) imperfect, good
- (D) imperfect, weak

Answer : C

Q.34 The set of imperfections in a person is called -----

- (A) strengths
- (B) elevations
- (C) imitations
- (D) weaknesses

Answer : D

Q.35 Strengths of role models get ----- while weaknesses get -----.

- (A) noticed, unnoticed
- (B) elevator, noticed
- (C) unnoticed, noticed
- (D) none

Answer : A

Q.36 While we are at home or with friends, we use ----- verbal communication.

- (A) influence
- (B) informal
- (C) formal
- (D) none

Answer : B

Q.37 When we greet our superiors, managers and boss we greet them -----.

- (A) informally
- (B) casually
- (C) formally
- (D) indifferently

Answer : C

Q.38 Spoken communication is not only ----- but also -----

- (A) verbal, non-verbal
- (B) speaking, writing
- (C) speaking, formal
- (D) writing, informal

Answer : A

Q.39 What we communicate without words, but with body language is an example of -----

- (A) verbal communication
- (B) formal communication
- (C) informal communication



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(D) non-verbal communication

Answer : D

Q.40 Working with others to find a mutually agreeable solution is called -----

(A) persuasion

(B) communication

(C) negotiation

(D) assertion

Answer : C

Q.41 Communication within an organization is ----- with superiors and can be ----- with friends and colleagues.

(A) informal, formal

(B) informal, non-verbal

(C) formal, informal

(D) non-verbal, informal

Answer : C

Q.42 'Good morning', 'nice to meet you', 'How have you been?' – are examples of ----- |

(A) formal greetings

(B) informal greetings

(C) superiors

(D) organizations

Answer : A

Q.43 Writing emails, letters, memos, orders, filling forms, minutes, contracts, proposals and quotations are examples of ----- workplace communication.

(A) informal

(B) non-verbal

(C) formal

(D) verbal

Answer : B

Q.44 Writing a leave letter is part of ----- communication.

(A) formal workplace

(B) informal workplace

(C) non-verbal workplace

(D) none

Answer : A

Q.45 Please be informed that the annual staff meeting has been ----- to be ----- on the 1st of November.

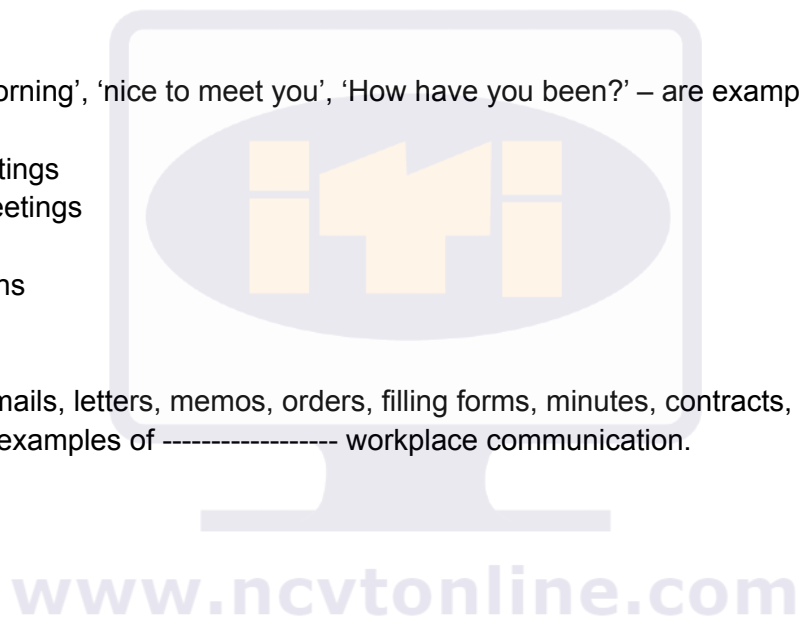
(A) conducted, confirmed

(B) listened, conducted

(C) conducted, listened

(D) confirmed, conducted

Answer : D



Q.46 Reena has ----- to avail leave for 2 days to ----- her cousin's wedding. She has ----- the letter to the supervisor.

- (A) submitted, attend, planned
- (B) planned, attend, submit
- (C) plan, attended, submitted
- (D) planned, attend, submitted

Answer : D

Q.47 Imagine you have ----- ABC company as a craftsman. ----- an email to be sent to your supervisor.

- (A) join, written
- (B) joined, written
- (C) joined, wrote
- (D) joined, write

Answer : D

Q.48 ----- the role of the supervisor to ----- instructions to the craftsmen on safety in the workplace.

- (A) played, give
- (B) played, gave
- (C) play, give
- (D) played, given

Answer : C

Q.49 ----- a note to be----- to the newly recruited craftsmen about safety.

- (A) written, circulate
- (B) write, circulate
- (C) write, circulated
- (D) written, circulated

Answer : C

Q.50 ----- means the immediate surroundings to the place one lives in.

- (A) Workplace
- (B) Facilities
- (C) City
- (D) Neighborhood

Answer : D

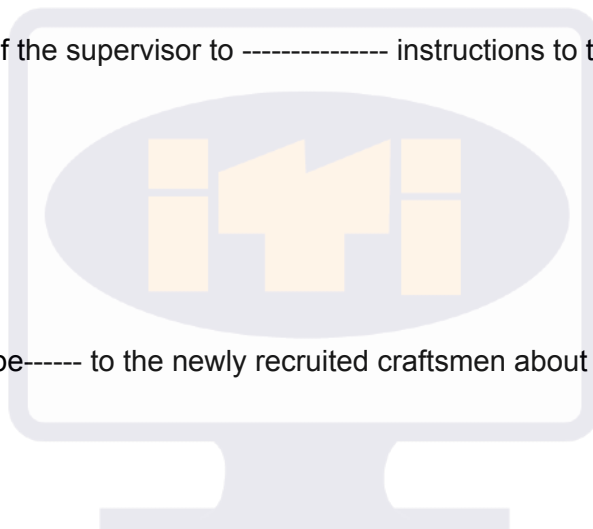
Q51. A town is----- than a village, but----- than a city.

- (A) larger, smaller
- (B) small, large
- (C) smaller, larger
- (D) smaller, large

Answer: A

Q52. We ----- books from a library.

- (A) buy



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- (B) sell
 - (C) borrow
 - (D) none
- Answer: C

Q53. There ----- a coffee shop ----- the park.
(A) are, next to
(B) is, next to
(C) is, next
(D) are, next
Answer: B

Q54. The area is ----- as the houses in it cost a lot of money.
(A) beautiful
(B) expensive
(C) safe
(D) big
Answer: B

Q55. There are ----- apartments in my neighborhood
(A) spacious
(B) school
(C) kind
(D) fresh
Answer: A

Q56. It is a ----- locality. One need not fear.
(A) boring
(B) safe
(C) school
(D) fresh
Answer: B

Q57. There is water scarcity in the locality. The area is -----.
(A) polluted
(B) noisy
(C) dry
(D) uneven
Answer: C

Q58. Transportation to some rural areas is difficult as the roads are -----.
(A) polluted
(B) dry
(C) spacious
(D) uneven
Answer: D

Q59. There is a big playground ----- our house.



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- (A) on
- (B) in
- (C) near
- (D) over

Answer: C

Q60. There is a garden with ----- flowers in our neighbourhood.

- (A) safe
- (B) clear
- (C) lovely
- (D) none

Answer: C

Q61. Can ----- tell ----- about the strengths of the neighborhood?

- (A) me, you
- (B) your, me
- (C) you, my
- (D) you, me

Answer: D

Q62. There is a lake near the are Sometimes, people-----garbage ----- it.

- (A) keep, into
- (B) keep, on
- (C) throw, into
- (D) throw, between

Answer: C

Q63. The conditions in a place that ----- the behaviour and ----- of somebody or something is called the environment.

- (A) affected, develop
- (B) affect, development
- (C) affected, development
- (D) affect, developed

Answer: B

Q64. A ----- maintained neighbourhood is a----- environment to live in.

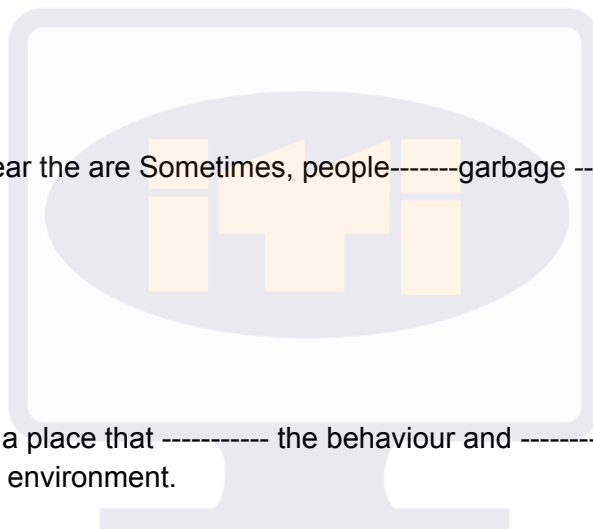
- (A) good, good
- (B) well, well
- (C) well, good
- (D) good, well

Answer: C

Q65. Identify the opposites: clean x -----, healthy x -----.

- (A) dirty, health
- (B) dirty, healthy
- (C) dirt, unhealthy
- (D) dirty, unhealthy

Answer: D



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Q66. Rainwater harvesting ----- to prevent water scarcity

- (A) gives
- (B) gave
- (C) help
- (D) helps

Answer: D

Q67. ----- of trees ----- the environment.

- (A) plant, save
- (B) planting, saves
- (C) planting, save
- (D) plant, saves

Answer: B

Q68. You can express your views by----- or--- to the problems and solutions.

- (A) agree, disagree
- (B) agreeing, disagree
- (C) agree, disagreeing
- (D) agreeing, disagreeing

Answer: D

Q69. There ----- instructions to be ----- to maintain neighbourhoods well.

- (A) is, followed
- (B) are, follow
- (C) are, followed
- (D) is, follow

Answer: C

Q70. ----- air pollution by using bicycles ----- the campus.

- (A) Use, inside
- (B) Get, above
- (C) Control, inside
- (D) Control, between

Answer: C

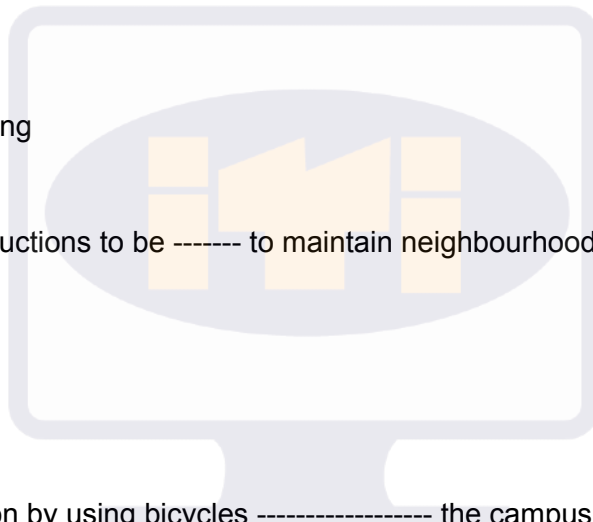
Q71. ----- the computer every day after use.

- (A) Turn on
- (B) Switch on
- (C) Turn off
- (D) all of the above

Answer: C

Q72. Hobbies ----- to activities that we ----- in our leisure time

- (A) take, do
- (B) refer, did
- (C) refer, do
- (D) refers, do



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Answer: D

Q73. Gardening, reading, collecting stamps, singing ----- some examples of hobbies.

- (A) is
- (B) was
- (C) were
- (D) are

Answer: D

Q74. The Jog falls is the second ----- waterfall in India.

- (A) tallest
- (B) highest
- (C) higher
- (D) taller

Answer: B

Q75. The world's ----- beach is along the Bay of Bengal in Tamil Nadu.

- (A) highest
- (B) longer
- (C) longest
- (D) high

Answer: C

Q76. One of the seven ----- of the modern world is located in Agra in Uttar Pradesh.

- (A) wonder
- (B) wander
- (C) wanders
- (D) wonders

Answer: D

Q77. ----- mountains, trekking, surfing and scuba diving ----- called adventures.

- (A) climb, are
- (B) climbing, was
- (C) climbing, is
- (D) climbing, are

Answer: D

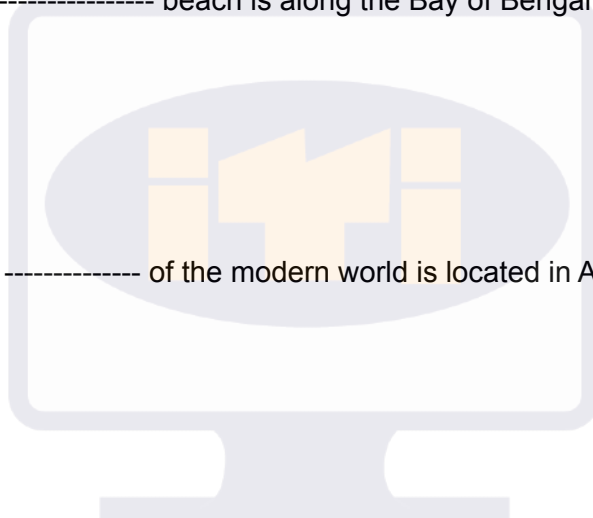
Q78. Adventures ----- risks and are ----- to people who undertake them.

- (A) involves, exciting
- (B) involve, excited
- (C) involve, exciting
- (D) involved, exciting

Answer: C

Q79. Many people ----- water sports -----surfing, scuba diving in the ocean apart from fishing.

- (A) like, enjoy
- (B) liked, enjoy



- (C) enjoy, liked
 - (D) enjoy, like
- Answer: D

Q80. There ----- famous mountains ----- beaches in India.

- (A) is, and
 - (B) are, and
 - (C) are, but
 - (D) is, but
- Answer: B

Q81. Fuji ----- an active volcano about 100 kilometres southwest ----- Tokyo.

- (A) are, of
 - (B) is, for
 - (C) is, of
 - (D) are for
- Answer: C

Q82. The White Cliffs of Dover ----- on the coastline -----England.

- (A) are, of
 - (B) is, for
 - (C) is, of
 - (D) are for
- Answer:A

Q83. Everest, the ----- peak in the world, -----in Tibet.

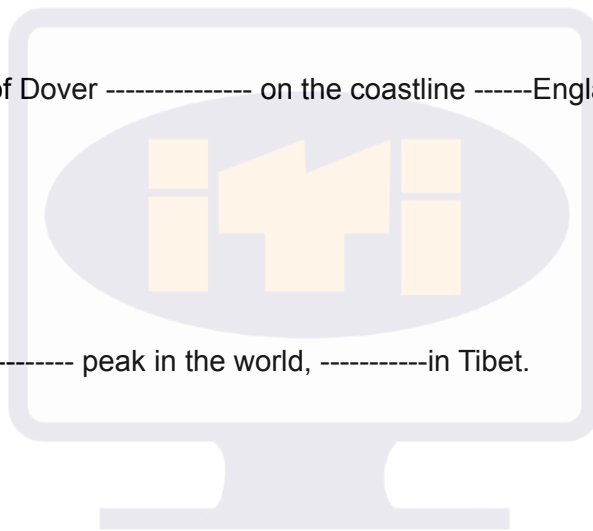
- (A) high, is
 - (B) higher, is
 - (C) highest, is
 - (D) highest, are
- Answer: C

Q84. Jumping ----- a great height while connected ----- a large elastic cord is called bungee jumping.

- (A) for, to
 - (B) for, for
 - (C) from, to
 - (D) from, for
- Answer: C

Q85. I will arrange ----- the tickets ----- Pune.

- (A) for, to
 - (B) to, to
 - (C) to, for
 - (D) for, above
- Answer: A



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Q86. Adventure sports ----- be jumping ----- great heights, diving deep ----- the sea, or flying ----- the air

- (A) can, from, on, in
- (B) can, from, into, in
- (C) can, of, of, in
- (D) can, of, in, of

Answer: B

Q87. ----- employees to ask questions. ----- a team atmosphere.

- (A) Respect, Encourage
- (B) Encourage, Develop
- (C) Encourage, Take
- (D) Respect, Take

Answer: B

Q88. The singular form of lenses is _____

- (A) Lens
- (B) Len
- (C) Lense
- (D) Lenses

Answer: A

Q89. ----- people's body language and how they ----- when they talk over the phone.

- (A) Instruct, speak
- (B) Observe, speak
- (C) Observe, notice
- (D) Instruct, notice

Answer: B

Q90. Every time you ----- an email, try to ----- something from it.

- (A) learn, see
- (B) learned, see
- (C) see, learned
- (D) see, learn

Answer: D

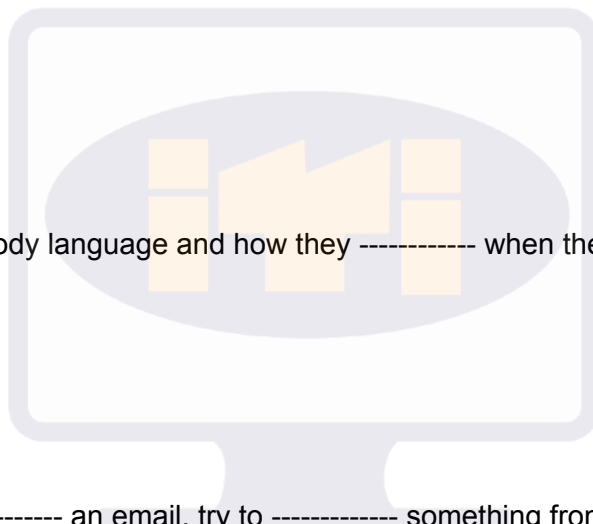
Q91. ----- fidget. ----- and smile. ----- composed.

- (A) Don't, Blink, stay
- (B) Don't, Relax, Stay
- (C) Don't, Blink, Well
- (D) Don't, Instruct, Stay

Answer: B

Q92. There are many dos and don'ts to be ----- while preparing for/attending an -----

- (A) there, interview
- (B) identify, interview
- (C) identified, interviewed
- (D) identified, interview



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Answer: D

Q93. Always ----- your mobile phone ----- silent mode during an interview.

- (A) know, in
- (B) know, of
- (C) keep, in
- (D) keep, of

Answer: C

Q94. ----- for your turn. Do not ----- the officials at the venue, asking for your turn.

- (A) ask, problem
- (B) rush, problem
- (C) Wait, trouble
- (D) Clean, trouble

Answer: C

Q95. Tell us about a difficult situation you have ----- and how you ----- to come out of it.

- (A) face, manage
- (B) faced, manage
- (C) face, managed
- (D) faced, managed

Answer: D

Q96. What you say first when you meet someone?

- A Goodbye
- B Good day
- C See you
- D Good morning

Answer: D

Q97. The Principal called Manoj. The principal asked.....to show.....hall ticket for the CTS Examination.

- A him, his
- B him, her
- C her, his
- D her, him

Answer: A

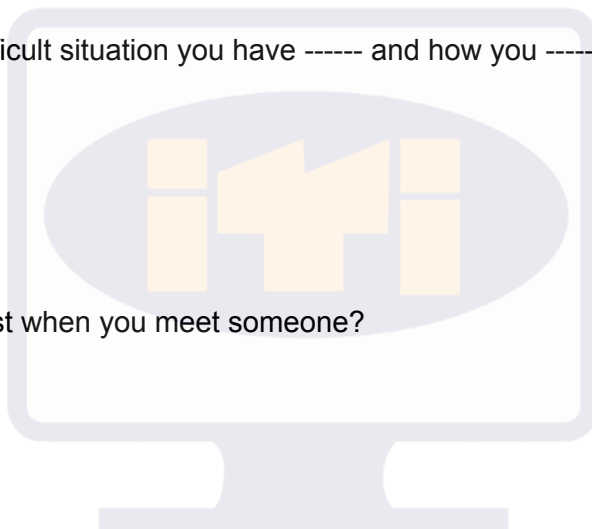
Q98. Fill in the blank with correct past tense of the verb "I _____ a movie yesterday"

- A watch
- B am watching
- C watched
- D will watch

Answer: C

Q99. Singular form of devices is....

- A Devise



B Divice
C Divise
D Device
Answer: D

Q100. The announcement yesterday was unnecessary" complete the sentence with appropriate word.

A made
B make
C was made
D will make
Answer: A



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