

Aptitude for Service Sector

91. If you had to choose between being a good listener or a good communicator, what would be your choice?

- (a) Good listener
- (b) Good communicator
- (c) Good listener for sometimes, good communicator for sometimes
- (d) Simultaneously both (a) and (b)

Sol. (d) For most of the professions, communication skills, such as being able to express one self and to understand others correctly are required for success and fulfilling organisation's goal. So, it is both necessary for a person to be a good listener and good communicator simultaneously.

92. How do you prefer to communicate with your colleagues?

- (a) In person
- (b) Over the phone
- (c) Via email or messages
- (d) Both (b) and (c)

Sol. (a) If I communicate my colleagues face to face, it will help to solve the problem easily. I can know his standpoint clearly and can influence the attitude and behaviour of them which ultimately help to solve the problem.

93. Your next door neighbour often installs loudspeakers and plays religious music loudly, which disturbs your family and the study of your siblings too much. You will

- (a) go and pick up and fight with him to stop the music
- (b) inform the police
- (c) try to ignore the issue
- (d) request him to play the music softly so that it does not disturb your family

Sol. (d) I will request him to play the music softly. He has the fundamental right to practice his religion, but at the same time he has to maintain peace and cannot disturb the others. I will try to make him understand this politely.

94. In Delhi a large number of Non-Governmental Organisations (NGOs) are active, some get government funds and others raise their own funds from different business houses.

What is your opinion about them?

- (a) NGOs are hopeless.
- (b) Most NGOs are doing a good work.
- (c) Some NGOs are really doing a very good job to serve the society.
- (d) Most NGOs are misappropriating funds and not doing their assigned job.

Sol. (c) Some NGOs have dedicated individuals who work really very hard for the upliftment of underprivileged children, old person, destitutes, poor women, etc. The volunteers are from different backgrounds but collectively they want to contribute something to the society with their individual skills for a common goal.

95. Imagine a colleague whom you don't get along with but you need his help for a project, how do you handle the situation?

- (a) You approach him and ask for his help.
- (b) You try to help from some other sources.
- (c) You indirectly approach him through another colleague.
- (d) You try to do the project single handedly.

Sol. (a) I approach the colleague and request him to help. In this way, I try to complete my project perfectly as I believe professional and personal relationship are different. In work place, it is our first and foremost duty to be a true professional.

96. Your cook who has worked for you for more than 8 years honestly, wants to quit his job, your reaction will be

- (a) shout at him and call him a cheat
- (b) ask him to replace another cook
- (c) ask him to replace another cook
- (d) talk to him nicely and try to find out his problem and act accordingly

Sol. (d) I will talk to him and try to find out his actual problem as it is possible that he has genuine problem.

If it is money oriented, then I will try to solve it by enhancing his salary as much as I can. If he has other problem, I will also try to solve his problems accordingly.

97. An assistant working under you do not turn up for work for three days without informing you. On his return, he informs that his mother had to be taken to hospital you will

- (a) ignore this lapse and counsel him approximately
- (b) shout at him and warn him to take steps in next time
- (c) cut his salary for three days
- (d) explain to him that he should have informed you about his problem and should not repeat the mistake again.

Sol. (d) I try to make him understand his fault. Whatever the situation is, the employee should inform the office. Three days gap is too long, he should inform the office previously. At the same time, I must talk to him patiently and sympathetically.

98. Which of the following is/are qualities of an ideal manager?

- (a) Decision-making ability
- (b) Good Communication skills
- (c) A pleasant personality
- (d) All of the above

Sol. (d) An ideal manager should be good decision-maker. He should also have pleasant personality and good communication skills.

99. The element(s) that one need(s) to possess to make successful communication is/are.

- (a) reflect and improve
- (b) questioning
- (c) effective listening
- (d) All of these

Sol. (d) All these three factors are necessary for successful communication. As communication is the exchange and flow of information and ideas from one person to another or to many people. Communication consists of the sender the message and the receiver. Thus, to communicate properly above three elements are mandatory to make successful communication.

100. Which of the following is an examples of a channel used in the communication process?

- (a) E-mail
- (b) Newspaper
- (c) Telephones lines
- (d) All of these

Sol. (d) Communication is a process of exchanging information, ideas, thoughts and emotions through speech, signals, written matter or expression.

All the above channels are used to convey our ideas. Thus, all these are necessary for communication.

101. Who introduced the concept of noise in his model of communication?

- (a) Wilber Schramm
- (b) George Gerbren
- (c) Charles E. Osgood
- (d) Gland Shannon and Warren Weaver

Sol. (d) Shannon and Weaver's mathematical model of communication can be divided into five parts, viz, an information sources, a transmitter, a channel, the receive, the destination and noise. They introduced noise as an important source in communication.

102. Which of the following is a type of verbal communication?

- (a) oral communication
- (b) written communication
- (c) body language
- (d) both (a) and (b)

Sol. (d) Verbal Communication is the form of communication in which message is transmitted verbally either through word of mouth or a piece of writing. Thus, it is divided into oral and written communication.

103. What is/are the major element(s) of oral communication?

- (a) pitch
- (b) volume
- (c) clarity
- (d) All of these

Sol. (d) Oral communication, includes face to face conversation, speech, telephonic conversation, video, radio, television, voice over internet etc. The pitch, volume speed and clarity at speaking influence oral communication.

104. Written communication includes

- (a) printed and handwritten matter
- (b) speech
- (c) monologue
- (d) signs and symbols

Sol. (a) In written communication, message can be transmitted via e-mail, letter, report, memo, etc. Thus, printed and handwritten matter are examples of written communication.

105. Vocabulary, grammar, style and format are the major elements of

- (a) oral communication
- (b) written communication
- (c) verbal communication
- (d) None of the above

Sol. (b) When we write something, we become particular about vocabulary, grammar, style and format of the particular language. All these are major elements to maintain the written communication.

06. The quality of a good listener includes
(a) pay attention (b) positive feedback
(c) respond appropriately (d) All of these

Sol. (d) Communication is a two way social process, which is reciprocal and continuous. A good listener must pay attention, respond appropriately and give positive feedback. All these factors are very necessary for a good listener.

07. Non-verbal communication includes
(a) tone of voice (b) body language
(c) posture (d) Both 'b' and 'c'

Sol. (d) Non-verbal communication refers to the communication other than oral and written form. It includes gesture, body language, posture, facial expressions, etc.

08. The correct sequence in the communication process is

- (a) selection, attention, perception, retention
(b) attention, selection, retention, perception
(c) selection, retention, perception, attention
(d) perception, attention, selection, retention

Sol. (d) Communication is the process of exchanging information, ideas, thoughts and emotions. The correct sequence in this process is perception, attention, selection and retention.

09. One of your friends has a child with special need. Most of your friends try to avoid her. What will you do?

- (a) Try to ignore her.
(b) Keep contact with her and learn the method to communicate with the child.
(c) Advise her to keep the child in a sanatorium.
(d) Recommending some well known specialists for her child.

Sol. (b) I will keep contact with my friend, and will encourage her to lead a normal life. I would often visit to her place and try to learn the method to communicate with her child as she does. We should always treat this kind of child patiently and with great affection. This type of sympathetic behaviour gradually helps to make the relationship with the child.

110. If you have some problem with your colleagues, you would

- (a) complain against them to your boss
(b) get annoyed with the employer
(c) do nothing
(d) try to solve this problem through discussion

Sol. (d) If I have some problem with some of my colleagues I will try to solve it through healthy discussion. As I know proper atmosphere in office is to be maintained by all the employees as well as employer, so I try my level best to solve the misunderstanding. In this case, only face to face conversation or direct interaction can help to mitigate the problem.

111. Levels of Management consist of

- (a) Top Level Management
(b) Middle Level Management
(c) Lower level Management
(d) All of the above

Sol. (d) Management is a process comprising of inter-related functions and is based on certain principles. It consists of three levels, i.e., top level, middle level and lower level. All these levels together help in achieving group goals, create a dynamic organisation and increase efficiency.

112. What is the function of top level management?

- (a) Responsible for welfare and survival of the organisation
(b) Analyse business environment
(c) Formulate overall organisational goals and strategies
(d) All of the above

Sol. (d) Top level management consists of the Board of Directors, the Chief Executive and the Managing Director. Their main functions consist of all the above functions as they are responsible for overall growth of the organisation.

113. What do you mean by the importance of staffing?

- (a) Obtaining consistent personnel
(b) Optimum utilisation of human resources
(c) Helps to initiate action
(d) Both (a) and (b)

Sol. (d) Staffing is described as the managerial function of filling and keeping the position filled in the organisational structure. Thus, the importance of staffing is to obtain competent personnel for the organisation. It also means the optimum utilisation of human resources.

114. Which management level is responsible for implementing and controlling plans and strategies developed by top management?

- (a) Middle level management
(b) Lower level management
(c) Both (a) and (b)
(d) None of the above

Sol. (a) Top level management in an organisation is responsible for the formulation of overall organisational goals and strategies. These plans and strategies are implemented by the Middle level management staff which consists of heads of functional departments, plants superintendents, etc.

115. Why controlling is an important function of management?

- (a) It helps in accomplishing organisational goals.
(b) It helps in judging accuracy of standard.
(c) It helps in making efficient use of resources.
(d) All of the above

Sol. (c) Controlling is considered as an indispensable function of management. It is the force which helps the management to attain the pre-determined or planned performance. Thus, the importance of controlling is stated in the above points clearly.

116. You are on the door of a lift in the hospital. The hospital does not allow to take any eatables inside the hospital. The watchman asks if you are carrying any food inside your bag.

- (a) You will handover the food items.
- (b) You will hide the truth.
- (c) You will fight with watchman and insist on carrying the food packet inside.
- (d) You will call the police for help.

Sol. (a) We must respect the guidelines set by any institution. It is our duty to go by rules. In this situation, I would hand over the food items as one should not go against the rules of the hospital.

117. A customer calls you with a problem that need to be fixed immediately. To properly fix the problem, you need to gather some information, but there is little time to do so. What would you do in this situation?

- (a) Take whatever time is needed to gather information.
- (b) Quickly gather information to make smaller fixes now and make bigger fixes later.
- (c) Contact your manager for help and wait for direction on what to do
- (d) Explain potential issue associated with quickly fixing the problem without all the information.

Sol. (b) Without gathering information, the problem could not be fixed and at the same time, fixing the problem was necessary. In such a situation, I will gather information quickly and this way I would be able to fix the problem (for time being) the customer can be satisfied.

118. You are a departmental manager. You have recently thought of a new procedure that you believe would improve the work process. Some of your employees do not agree with the change and one of your employees openly criticises the idea to your director. You would

- (a) decide not to respond to the critics in order to avoid unnecessary conflicts
- (b) reprimand the employee for going over to the director

(c) meet the employee for a talk and explain the advantages of that new procedure

(d) decide to not to go ahead with your plans as keeping employees satisfied is also required

Sol. (c) In such a situation, as a good manager I will try to find out the reason of criticism from the employees so that the change is accepted unanimously.

119. A neighbour staying opposite your house dumps the garbage bag in stairs almost every day. It happens after the sweeper has already collected the garbage. You will

- (a) shout at your neighbour and create scene
- (b) bring it to the notice of President of R.W.A.
- (c) ignore this development but look for an opportunity to insult them in front of other neighbours
- (d) politely tell the neighbour to avoid doing this as stairs are used by everyone

Sol. (d) Fighting with neighbours over small issues is not good as it disturbs the harmony among neighbours. But pointing towards the problem in a polite way will certainly solve the problem.

120. On coming across a very demanding and dominating customer, you would

- (a) tell him that he has no business to behave like that
- (b) should back at him and tell him that he is unreasonable
- (c) politely tell him that he is behaving unreasonably
- (d) try and resolve his problem but inform your seniors

Sol. (c) I would try to be polite to the customer even if I have to tell him that he is being unreasonable shouting or debating with him is not going to solve this problem.

121. Your friend is quite argumentative and rude with his parents. You have seen him insulting his parents many times. You would

- (a) insult your friend in front of others by pointing towards his behaviour
- (b) You will have a friendly conversation with your friend reminding him that parents need respect
- (c) You will quarrel with your friend over his rudeness to his parents
- (d) talk to his parents and try to find out why he is behaving like this

Sol. (b) As a friend, I can have a friendly conversation with him and try to convince him that all parents need to be respected. Even if they are wrong, one should not insult them. It is most likely that your friend will listen to you.

22. In the past one month one of your employees has shown a major decline in performance. He has started coming late and seems very irritated and frustrated with his work. This behaviour is influencing the atmosphere in the office as she is a popular employee. What would you do in such a situation?

- (a) You feel that since she is a very popular employee it is crucial that she be replaced temporarily
- (b) You meet with the employee and explain him that his negative behaviour is affecting not only his performance but that of entire office. You express sincere desire to help him during his rough patch on condition that she cooperate with you and improve his attitude
- (c) You call a staff meeting to talk about the negative atmosphere and point out towards that particular employee
- (d) You give him a termination letter without talking to him or understanding cause of his problem

Sol. (b) As the concerned person has been a good employee, it is very essential for the administration department to talk to that person and find out the reason of his negative behaviour. I would try to give valuable suggestion. Terminating his job is not a good solution.

23. You are taking your father to hospital as he is not well. On way there is an accident where a boy got minor injuries. What will you do in this situation?

- (a) You will leave the boy in the injured situation.
- (b) You will inform the boy's family but leave him where he is till his family comes.
- (c) You will take the boy to the hospital along with your father and get him treated and inform his family.
- (d) You will inform the police about the accident.

Sol. (c) As the boy has sustained injuries, as a good citizen I will take him to the hospital and get him treated for his injuries.

24. While coming back from a late night show, you saw two men trying to molest a girl. You will

- (a) ignore the scene and go back to your house
- (b) inform the police
- (c) try to stop those two men trying to molest the girl
- (d) yourself start molesting that girl

Sol. (c) As a law abiding citizen I should protect the girl, inform the police and try to stop those men from behaving in such a shameless manner.

125. You and your best friend participated in a debate competition. You gave your best but your friend got first place and you lost. You will

- (a) be angry with your friend and stop talking to him
- (b) congratulate your friend and recognise that he is more talented and deserved winning
- (c) start quarreling and arguing with the judges
- (d) stop participating in any competition

Sol. (b) In a competition most deserving talent wins. In such a situation, I would acknowledge one's talent and congratulate him/her. But keep trying do not give up. May be one day you may get the first prize.

126. You are aware that large amount of company stuff has been going missing over the past couple of weeks. You have noticed one of your colleagues putting stationary and papers from the office into her bag on a number of occasions and suspect that she is responsible.

- (a) Gather more evidence and catch her red handed
- (b) Confront your colleague and question her about what you have noticed
- (c) Inform your manager that you suspect your colleague is stealing
- (d) Don't do anything. Let the management catch her stealing

Sol. (c) In such a situation, I will involve a senior personnel. He can deal with the situation through the correct channels and will take corrective action.

127. At the end of a busy day at work, you accidentally send an email containing an attachment with some confidential client information to the wrong person. Which of the following will be the best thing to do?

- (a) Decide to leave the office and deal with the problem tomorrow.
- (b) Decide to overlook your error, send the email to the correct person and leave things like that.
- (c) Immediately send a follow up email to the 'wrong' person or if possible telephone him explaining your mistake. Then send the email to the correct person.
- (d) Find your Manager, explain what has happened to them and let them deal with any problem.

Sol. (c) In such a situation third option is correct as it is the most effective decision. It is basic courtesy to explain the mistake to the concerned person and send the email to the correct person. Such a situation should not be postponed.

128. You are an electrician. There is a short circuit at night in one of your client's house which is at a distance. You get a call to come to his house immediately. In this situation you will

- (a) ignore the telephone call
- (b) refuse to go in the night, promise to come in the morning
- (c) immediately get up, go to the client's house and repair the fault
- (d) demand too much money to repair the fault at such old hours

Sol. (c) This is the most effective action/decision. Any electric fault cannot be ignored. I would try to rectify the fault immediately so that problem does not get complicated or may not result in time.

129. You were late to catch a train and entered the compartment late. By mistake, you occupy a wrong berth in the compartment which was unoccupied at that time. When the rightful passenger demands his seat, you would

- (a) say sorry to him and vacate the berth
- (b) tell the passenger that you would not vacate the berth
- (c) vacate but grumble in front of the passenger that he should not make much fuss about it
- (d) vacate the berth quietly

Sol. (a) In such a situation most effective action I would take is to apologise to the co-passenger for your mistake. Also vacate his berth quietly as I am not the rightful owner of that berth.

130. Everyone in your department has received a new computer system except for you. What would you do?

- (a) Assume this is a mistake, speak to your manager.
- (b) Confront your manager and question him why you have not got a new computer.
- (c) Take a new computer from one of your colleagues.
- (d) Complain to the Human Resource Department.

Sol. (b) I would speak to my manager who has the responsibility for ensuring that everyone gets a computer. It is not right to take away someone else's computer. Immediately, complaining to HR without talking to my manager is a rash action and not advisable.

131. You are a team leader, while reaching a decision you would

- (a) let other's decide

- (b) consult all members and then reach on a decision

- (c) let the matter be pending and later impose your decision

- (d) take a decision and inform others

Sol. (b) A good leader will try to make a decision after consulting other members of his team. This is a good strategy for effective working of the team as members feel involved while carrying out any particular work.

132. You have a party at home in the evening.

However, your maid suddenly falls sick. Since you had informed your maid, she sends her 10 year old daughter to help you. You would

- (a) ask your maid to come even if she is sick
- (b) send the little girl back and manage the arrangements on your own
- (c) start giving instructions to the little girl
- (d) take the little girl's help for those things that you are not able to manage on your own

Sol. (b) If my maid is sick, it is not ethical to call her. Making a 10 year old girl to work is also illegal and incorrect. So, I should not use her services and send her back.

133. An old man asks you for a lift for a location which does not fall in your way, you are getting late for your office. In such a situation, you will

- (a) not listen to the old man's request and rush to your office
- (b) take the old man in your car, leave him at his house then rush to your office
- (c) inform your boss that you will be late due to this situation and then drop the old man
- (d) drop the old man to a near by location which is on your way

Sol. (d) Reaching office late is unethical option as well as not helping the old man is also not advisable. Here, one may take option (d) as it will solve the problem of old man to some extent and I will not be late for the office.

134. A local thug (bad element) has started illegal construction on your vacant plot. He has refused your request to vacate and has threatened you of dire consequences in case you do not sell the property at a cheap price to him. You would

- (a) sell the property at a cheap price to him
- (b) ask for help from your neighbours
- (c) negotiate with the goon to get a higher price
- (d) inform the police for necessary action

Sol. (d) In such a situation going to the police is best option otherwise my life can be in danger. Moreover neighbours also do not help in such a situation.

5. You are a team leader of a X company, you are handling a time bound project. During the project review meeting you find that the project is likely to get delayed due to lack of cooperation of the team members. You would

- (a) warn the team members about their non-cooperation
- (b) look into the reason for non-cooperation
- (c) ask for replacement of team members
- (d) ask for an extension of time citing the reasons

Sol. (b) As a team leader it is necessary to find out the reasons of non-cooperation by other team members. So, I must try to find out the reasons and try to rectify.

56. You have called for a team meeting just after lunch. But some members of your team have forgotten about it and didn't reach the conference room. In that case, you will

- (a) wait till they come for the meeting
- (b) start the meeting without them
- (c) send someone to call them and give them a lecture on their arrival
- (d) ask them to come immediately and delay the meeting for a few minutes

Sol. (d) It is essential for a leader to keep the group together. Therefore I will wait for other members for a few minutes. This shows leadership and asking them to join immediately shows command, which is necessary at this stage.

57. To create an effective decision-making environment at the office, a manager should do which of the following?

- (a) Rely on his/her intuition for decision making
- (b) Do lot of research on important strategies related to decision making
- (c) Ask from the staff people who have high academic achievements
- (d) Encourage every member to share and participate in the decision making process

Sol. (d) By involving other people in decision-making process, a manager not only ensures full participation but also takes a well thought and informed decision. Relying solely on intuition may tend to overlook many aspects related to the decision.

138. It is reported that private educational institutions are running schools as a business venture by charging huge fees in some pretext or the other. You feel

- (a) they are justified as they offer quality services
- (b) they are not justified as it creates unnecessary burden on parents
- (c) i am indifferent as I don't have a school going kid
- (d) schools don't force the parents to seek their child's admission so there is no responsibility

Sol. (b) As a responsible citizen, it is my duty to raise voice against wrong doings in the society. Private schools create pressure on the parents therefore government intervention in this regard is necessary.

139. At the workplace, a colleague asks for your opinion on a matter that is not directly related to you. What will you do?

- (a) Not interested in the conversion as it is not directly related to me
- (b) Give my honest opinion in a straight forward manner
- (c) Avoid him/her as it may lead to nowhere
- (d) Diplomatically answer the question

Sol. (b) It is good to give my honest and straightforward opinion even if the matter is not related to me. Diplomatic answers may create trouble for the college and avoiding him/her may result in losing a valuable acquaintance at the workplace.

140. You work with dedication but some of the colleagues in the office think opposite of you. You will

- (a) raise the issue with your boss
- (b) enter into a heated argument with them
- (c) not react as it does not affect your work
- (d) get frustrated and resign

Sol. (c) In this situation, I will be quiet and continue my good work as we cannot control the thinking of others. The management, colleagues and everyone will see the work done by me so I will let my work speak for myself.