

NOS Code	Element	Performance Criteria	Question Count	Level of Difficulty	Question	Option 1	Option 2	Option 3	Option 4	Correct Answer
PSC/N0301 Management of sales of the company's products	Sales of plumbing products	PC1. understand the products and their specifications and features correctly	1	Medium	When does a product feature matters the most?	When all products	When all products in	When all products	When all products	2
		PC1. understand the products and their specifications and features correctly	1	Easy	Which of the following doesn't fall under the category of product knowledge?	Physical size and characteristics of the product	How does the product being manufactured?	How does the product operate?	How well the product is being sold in the marketplace	2
		PC1. understand the products and their specifications and features correctly	1	Medium	Being a sales officer, which of the following would be one of the most effective way of understanding the product and its features?	Product training material	Information brochure	Using the product	Asking about the features of product from seniors	3
		PC1. understand the products and their specifications and	1	Difficult	What material of sink for the kitchen would you recommend to a customer, who is concerned for durability?	Vitreous china	Plastic	Stainless steel	Copper	3
		PC2. sell products within assigned territory, maintaining assigned sales quota and following established guidelines	1	Easy	Which of the following example relate to the below image? 	"You will get a great price if you buy the bath tub today"	"You won't get a great price if you buy the bath tub today"	"If you don't buy the bath tub the offer lasts long"	"You don't get offer on bath tub , if you buy it today?"	1
		PC2. sell products within assigned territory, maintaining assigned sales quota and	1	Medium	How does a sales person act for his prospect in case of consultative selling?	As an expert advisor	As a forceful advisor	As a casual advisor	As a presentable advisor	1
		PC2. sell products within assigned territory, maintaining assigned sales quota and following established guidelines	1	Easy	Which one of the following is not included in the target sales planning ?	Setting up of sales goals and revenue targets	Prioritizing challenges & creating defensive strategy	Identification of target markets	How does the product operate?	4
		PC2. sell products within assigned territory, maintaining assigned sales quota and	1	Difficult	Segmenting the target customers is one of the most critical task to be done before performing the sale, which of the following is not a demographic segmentation variable?	Marital Status	Gender	Education & Occupation	Perception	4
		PC3. identify prospects utilizing creative lead generating techniques	1	Easy	Choose the correct option that best defines the below image? 	Identification of potential customers for a business products or services	Identification of potential external customers only for any product or service	Identification of potential internal customers only for any product or service	Identification of potential internal customers below the age of 18 only, for any product or service	1
		PC3. identify prospects utilizing creative lead generating techniques	1	Medium	Below image depicts the steps in lead generation process, choose the correct option that defines the lead education? 	It refers to as selling of the product or service	Building trust of your product and services among leads through seminars and newsletter etc	An stage where leads become aware of an organization and its offering	It refers to as marketing of the product or service	2
		PC3. identify prospects utilizing creative lead generating	1	Easy	Which of the following is not a digital channel to generate the online leads?	Social media	Email	Trade shows	SMS	3
		PC3. identify prospects utilizing creative lead generating techniques	1	Difficult	What do you mean by warm leads?	Not interested but ready to buy	Interested but not ready to buy	Interested and ready to buy	Not interested and not ready to buy	2
		PC3. identify prospects utilizing creative lead generating	1	Medium	Which one of the following is the most effective leads that is very close to the sales cycle?	Warm leads	Cold leads	Qualified leads	Lukewarm leads	3
		PC4. forecasts annual, quarterly and monthly revenue streams	1	Easy	Identify the forecasting method that obtains forecast through group consensus?	Autoregressive model	Mean absolute deviation	Delphi approach	Smoothing constant	3
		PC4. forecasts annual, quarterly and monthly revenue streams accurately	1	Easy	Which of the following is not an stage in preparing a sales forecast?	Prepare a macroeconomic forecast	Prepare an industry sales forecast	Prepare a departmental sales forecast	Prepare a company sales forecast	3
		PC4. forecasts annual, quarterly and monthly revenue streams	1	Medium	Which of the following is not a qualitative forecasting approach?	Moving average	Sales force estimates	Consumer surveys	Executive opinion	1
		PC4. forecasts annual, quarterly and monthly revenue streams	1	Difficult	Name the forecasting model that is based upon salesperson's estimates of expected sales?	Exponential smoothing	Delphi method	Sales force composite	Consumer market survey	3
		PC5. hold regular meetings with sales staffs in order to train them in the areas of sales of emerging products and multi-product sales, improved	1	Easy	Which of the following doesn't fall under the objectives of sales meeting?	Communication & motivation purpose	Directions and guidelines to sales person	Discussion of personal agenda	Reviewing the job performance	3
		PC5. hold regular meetings with sales staffs in order to train them in the areas of sales of emerging products and multi-product sales, improved	1	Easy	One of the following options is not an element of effective sales meeting, identify the same?	Definition of effective meeting aim	Not assigning any action item	Provide an agenda beforehand	Determination of methods for conducting the meeting	2
		PC5. hold regular meetings with sales staffs in order to train them in the areas of sales of emerging products and multi-product sales, improved	1	Medium	If there is a comprehensive change in the sales policies of an organization, what kind of meeting would be relevant in order to disseminate the information across all concerned verticals?	Telephonic sales meeting	National sales meeting	Local sales meeting	Remote sales meeting	2
		PC5. hold regular meetings with sales staffs in order to train them in the areas of sales of emerging products and multi-product sales, improved	1	Difficult	An effective presentation during a routine sales meeting includes?	No feedback	Challenges and areas of improvement	One way communication	Cumbersome content	2
		PC6. manage personnel effectively and develop sales support staffs	1	Easy	What do you mean by personnel planning?	Determining an organization's human resource needs	Determining an organization's financial resource needs	Determining an organization's employees aspiration needs	Determining an organization's technical resources needs	1
		PC6. manage personnel effectively and develop sales	1	Easy	Which of the following is not a function of personnel management?	Salary	Production planning	Training and	Recruitment and	2
		PC6. manage personnel effectively and develop sales	1	Medium	Who is at the supreme position in a vertical reporting structure of an organization?	Line manager	CEO/Owner	Departmental head	HR Head	2
		PC6. manage personnel effectively and develop sales	1	Easy	When does the employee's questions and concerns should be anticipated, identified and responded to?	Seldom basis	Regular basis	As and when they arise	Anytime	2
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PSC/N0211 Work effectively with colleagues	Interaction with seniors	PC1. receive work instructions and discuss the project/design with seniors	1	Easy	Being a product sales officer, you have received an instruction from your reporting senior to brief him regarding a particular project milestones. Which of the following type of communication would take place in this event?	Informal communication	Formal communication	Downward communication	Lateral communication	2
		PC1. receive work instructions and discuss the project/design with seniors	1	Easy	As soon as you receive any work instruction from your reporting senior, which of the following thing should you do to fulfill the requirement effectively?	Prepare the report if in doubt	Ask for clarification if in doubt	Talk to your colleague regarding work instruction that you received	Clear the pending work instructions	2
		PC2. communicate to reporting senior about task status, repairs and maintenance of tools and equipment as required	1	Medium	Which of the following thing would happen, if you make good status report on a project and deliver it often to the right people?	Management will scold you for not following the protocol	Management will intervene	Management will feel that you are capable of working and won't intervene	Your reporting senior would scold you for breaking the protocol	3

		PC2. communicate to reporting senior about task status, repairs and maintenance of tools and equipment as required	1	Difficult	What should be the nature of project status report provided by you, as being a project manager?	Full of technical jargon	It should be colorful	It should be narrative and full of process	Management should be able to understand the report without contacting you	4
		PC3. communicate any potential hazards and expected process disruptions	1	Easy	What is the ultimate goal of hazard reporting at workplace?	It's a legal requirement of the work place	Prevention of injuries at workplace	It's a process that need to be followed	It helps in identification of hazard	2
		PC3. communicate any potential hazards and expected	1	Easy	Whom should work-related injuries be reported?	Colleagues	Workplace supervisor	Reporting seniors	Departmental head	2
		PC4. get the work reviewed and handover completed task to seniors	1	Difficult	You are providing a project status to your reporting senior, there are certain issues that are faced in project. Which of the following is not essential to be incorporated in context of the issue in the project status report?	Name of the issue	Severity of the issue	Date and time of issue reported	Your name at the end of the report	4
		PC5. receive feedback from reporting senior	1	Medium	Why does open ended questions are more useful in seeking the feedback?	Because they get the answers in "Yes"	Because they cultivate more meaningful answers	Because they get the answers in "No"	Because they cultivate answers	2
		PC5. receive feedback from reporting senior	1	Easy	Your supervisor passes a comment on you saying "you have recently handled the customer well. What kind of feedback is this?"	Structured feedback	Unstructured feedback	Day to day feedback	Corrective feedback	3
		PC5. receive feedback from reporting senior	1	Easy	Which of the following is not an useful element in providing or receiving the structured feedback?	Face to face feedback conversation	Be specific	Choose an appropriate time	Give negative feedback in public	4
		PC6. report any anticipated reasons for delays	1	Medium	What does it mean, if you are planning any reinforcement to address the issue of any particular project?	Project is running as per schedule	Project is running ahead of schedule	Project is delayed	Project is completed	3
		PC6. report any anticipated reasons for delays	1	Difficult	What would you do, if you assess that due to unforeseen event, a project is going to get delayed in its completion?	Talk to site engineer	Discuss with colleagues	Try to fix the glitch	Report the reasons for delay to management	4
	Interact with colleagues within and outside the team	PC7. work as a team with	1	Easy	Which of the following is not a benefit of working as a team?	In a team we learn	Teams are more	Teamwork doesn't	Teamwork does	3
		PC7. work as a team with colleagues and share work as per the work load and skills	1	Easy	Which of the following is not a characteristics of an effective group/team?	Higher degree of commitment to achieve goals	Open communication	Constructive criticism & suggestion	Vague understanding of the group's task	4
		PC8. work with colleagues of other teams	1	Medium	One of your teammates have been allocated some task by your group leader, which he is unable to complete in given time frame, what would you do?	I won't help him until he asks for it	I will offer help to him, so that he could complete the given task within deadlines	I will let him do his work	I will tell him to complete his task by his own	2
		PC8. work with colleagues of other teams	1	Difficult	A slothful colleague from another team of your organization requests you to help him very often. What is the most appropriate thing that you should do in such a situation?	Softly refuse and make him realize of the mistake he usually makes	Refuse to help him bluntly	Complain to your reporting senior	Help him without saying a word	1
		PC9. communicate and discuss work flow related difficulties in order to find solution with	1	Easy	Majority of communication that takes place among team member is a verbal communication, Which of the following communication is a verbal communication?	Facial expression	Crucial conversation	Postures	Eye contact	2
		PC9. communicate and discuss work flow related difficulties in order to find solution with mutual agreement	1	Easy	How does an effective questioning by its team member helps a team?	It reflects that team members are smart	It leads to biased behavior	It doesn't help much	It provides clarity of thoughts that helps in achieving the desired team goals	4
		PC10. put team over individual goals	1	Medium	Which of the following factor doesn't contribute to the effective style of team working?	Making realistic commitments	Being cooperative	Putting individual goals over team's goal	Being non judgmental	3
		PC10. put team over individual goals	1	Difficult	Which of the following factor would help in achieving the team goals effectively?	Effective manpower mapping	Improper distribution of duties	Defining unachievable goals	Forcing one's own opinion	1
		PC11. resolve conflicts	1	Easy	Which of the following task wouldn't lead to the conflict among team members?	Seeking opinion about something from team members	Being cynical	Being sarcastic	Blaming	1
		PC11. resolve conflicts	1	Easy	Competing commitments of team members leads to-	Success of the team	building an effective team	Conflicts among team members	Constructive feedback	3
		PC11. resolve conflicts	1	Medium	Which of the following is not correct about conflict?	Conflict is evitable	Conflict is inevitable	Conflict is neither good nor bad	In conflict both the parties tend to believe that their opinion is correct	1
	PC11. resolve conflicts	1	Difficult	Which of the following is not true in context of the conflict management, in order to resolve the conflict?	Negative aspects of conflicts are increased	Positive aspects of conflicts are decreased	Positive aspects of conflicts are increased	Neither positive aspects of conflict are increased nor negative aspects of conflict are decreased	3	
	PC11. resolve conflicts	1	Easy	One of the following options is not helpful in resolving the conflict, identify the odd one out?	Understand the conflict	Find out the possible resolution	No need to communicate with the opposition	Use of mediator	3	
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PSC/NO212 Maintain a healthy, safe and secure working environment	Emergency procedures	PC1. comply with organization's current health, safety and security policies and procedures	1	Easy	As an employee, which of the following is not a legal right of yours in context of the occupational safety and health?	To refuse work that puts you in danger of serious harm	Filing a complaint about workplace hazards	Filing a complaint about unprofessional behavior	A safe and healthful workplace	3
		PC1. comply with organization's current health, safety and security policies and procedures	1	Easy	"Providing a workplace free from serious hazard", whose responsibility is this in context of OSHA?	An employee	An employer	None	A supervisor	2
		PC1. comply with organization's current health, safety and security policies and procedures	1	Medium	Below is an image that shows a safety sign and it is generally used when there is any emergency situation in the office?	Conference Room	Safety Assembly Point	Lobby	Terrace	2
		PC1. comply with organization's current health, safety and security policies and procedures	1	Difficult	You observed a sparking on power supply switchboard where your laptop is connected, what would be the best course of action that you should follow?	Discuss the issue with nearby colleague	Change the switchboard yourself	Fix the issue yourself	Report the issue to maintenance department	4
		PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	1	Easy	One day as you arrive in your office in the morning and you notice that some garbage in the storage room. What will you do?	Ignore and continue with the work	Tell your supervisor about it	Inform the cleaning staff, so as to clean it as soon as possible	Register a complaint against housekeeping department	3
		PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	1	Easy	While passing from the office kitchen room you notice that, a peon consuming alcohol. What will you do?	Pass on a friendly advice not to drink alcohol and leave	Continue with the work you are doing	Scold the peon for such irresponsible behavior	Report the matter to a security officer so that the culprit can be punished accordingly	4

PC2. report any identified breaches in health, safety, and security policies and procedures	1	Medium	Removing a hazard or reduce the level of its risk by adding precaution is known as	Risk assessment	Risk avoidance	Risk identification	Risk control	1
PC2. report any identified breaches in health, safety, and security policies and procedures	1	Difficult	Which of the following extinguishing agents can be used to treat combustible metal fires?	Water	Special agent	Foam	Dry powder	2
PC3. Identify and remove any hazards that can be dealt safely, competently and within	1	Easy	Before using any equipment in an emergency situation, what you should be assured of?	Equipment is new	Equipment is old	Equipment is fit for use	The use of equipment is necessary	3
PC3. Identify and remove any hazards that can be dealt safely, competently and within the limits of individual's authority	1	Easy	Which of the following options has the relevance in context of the mitigating health and safety hazard at workplace.	Follow supervisor instructions	Follow health & safety procedures and legal requirement	Carry out the required task as usual	Use the personal protective clothing every time you go to the work	2
PC3. Identify and remove any hazards that can be dealt safely, competently and within the limits of individual's authority	1	Medium	In below given image a class of fire sign is depicted, identify which class of fire it is? 	Class A	Class B	Class C	Class D	3
PC3. Identify and remove any hazards that can be dealt safely, competently and within the limits of individual's authority	1	Difficult	Below image depicts a safety sign of class A fire, select the correct option from following that matches the definition of class A fire? 	Fire caused by flammable liquids & gases	Fire caused by wood, paper and rubber etc.	Fire caused by electrical equipments	Fire caused by cooking appliances	2
PC4. report hazards to the relevant person in line with organizational procedures and warn other people who may be	1	Easy	How does setting health and safety objective in workplace help?	It is helpful in setting employees goals	It is useful in managing the health and safety effectively	It is just a process	It increases the cost of production	2
PC4. report hazards to the relevant person in line with organizational procedures and	1	Easy	Which of the following is not an example of ergonomics hazard in workplace?	Manual handling	Workplace design	Uncomfortable workstation	Spillage of acid on the workplace floor	4
PC4. report hazards to the relevant person in line with organizational procedures and	1	Medium	While reporting any hazard to your supervisor, which of the following isn't relevant in context of the hazard reporting?	Description of hazard	Nature of hazard	Suggested corrective action	Name of the supervisor	4
PC4. report hazards to the relevant person in line with organizational procedures and warn other people who may be affected	1	Difficult	What doesn't an Emergency Action Plan (EAP) cover?	Designated actions by employees during emergency	Designated actions by employers during emergency	Aid to firefighters during emergency	Designated employees understands their roles and responsibilities during emergency	3
PC5. follow organization's emergency procedures	1	Easy	Which of the following is all in one emergency contact number in India?	112	100	101	102	1
PC5. follow organization's emergency procedures promptly, calmly, and	1	Easy	Employers are required to maintain a written emergency action plan, if the numbers of employees are _____ or more in context of OSHA.	11	5	10	8	1
PC5. follow organization's emergency procedures	1	Medium	A kind of disorder that occurs when an employee uses the same muscle repetitively to perform a particular task?	Tag in regulation disorder	Ergonomics	Cumulative trauma disorder	Tag out disorder	3
PC6. identify and recommend opportunities for improving health, safety, and security to	1	Difficult	In context of the emergency action plan, which of the following is required in every organization to alert employees of an evacuation?	Evacuation procedure	Training requirement	Employee alarm system	Floor plan of the building	3
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	1	Easy	"Implementing an ergonomics program that redesigns tasks and work environment with an eye towards minimizing back hazards". Which of the following options is correct in context of the above statement?	It prevents back injuries at work effectively	It prevents back injuries at home effectively	It prohibits workers from lifting any heavy objects	It aims at having separate staff for heavy objects	1
PC6. identify and recommend opportunities for improving health, safety, and security to	1	Easy	"You can lift more weight if you wear back belt", identify the relevant options from the following?	TRUE	Partially false	False	Partially true	3
PC7. complete any health and safety records legibly and accurately	1	Medium	Which of the following is out of context in recording and reporting of incident at workplace that helps health and safety executive to make the workplace secure?	It helps in investigation of accidents	It helps in identifying where risk arises	It helps in identifying how risk arises	It helps in motivating the employee to do their job effectively	4
PC7. complete any health and safety records legibly and accurately	1	Difficult	What does RIDDOR stand for?	Reporting of injuries, death and dangerous occurrences regulation	Reporting of intimacy, death and dangerous occurrences regulation	Reporting of injuries, diseases and dangerous occurrences regulation	Reporting of injuries, diseases and dangerous occurrences regulation	3
PC7. complete any health and safety records legibly and accurately	1	Easy	Which of the following incident doesn't fall under the purview of reporting workplace related injuries?	If an employee is injured	If a doctor has certified that you have a work related reportable disease	If an employee has seen a dangerous occurrence	If an employee has seen a routine occurrence	4
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