NOVA SCOTIA ENGLISH/COMMUNICATIONS 11 · UNIT A

Speaking and Listening — Practice Test

Nova Scotia English/Communications 11 • 25 questions

This practice test was made by AI and there may be mistakes. If a question or answer looks wrong, use the Flag a mistake button to let Brett know so he can fix it.

1 **What is meant by job interview speaking?**

- A Speaking clearly and politely about skills and experience when applying for work
- B Chatting with friends only
- C Reading a script silently
- D Shouting answers

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2 **In an interview, an applicant answers clearly and gives a work example. What skill is shown?**

- A Small talk only
- B Job interview speaking
- C Reading aloud
- D Debating

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3 **What is meant by telephone etiquette?**

- A Whispering throughout
- B Shouting into a phone
- C Polite, clear speaking on the phone, with greeting, purpose, and closing
- D Hanging up without closing

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4 **A caller greets, states a purpose, listens, and thanks before closing. What is shown?**

- A Telephone etiquette
- B Lecturing
- C Debating
- D Storytelling

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5 **What is meant by giving instructions aloud?**

- A Explaining steps in order, clearly enough for a listener to follow
- B Speaking very fast without pauses
- C Giving steps out of order
- D Giving no steps

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6 **A worker explains safety steps in order, pausing to check understanding. What is done?**

- A Summarising a novel
- B Giving instructions aloud
- C Telling a joke
- D Debating

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7 **What is meant by customer service speaking?**

- A Arguing with customers
- B Speaking rudely
- C Speaking helpfully and politely to customers, listening to needs first
- D Ignoring customers

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8 **A clerk listens to a customer problem, then offers a clear solution politely. What is shown?**

- A Debating
- B Lecturing
- C Storytelling
- D Customer service speaking

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9 **What is meant by workplace meeting speaking?**

- A Contributing briefly and clearly in a work meeting, staying on topic
- B Talking over everyone
- C Staying silent throughout
- D Changing the subject

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10 **In a meeting, a worker gives a brief update and answers one question. What is done?**

A A debate

B Workplace meeting speaking

C A lecture

D A story

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11 **What is meant by listening for instructions?**

A Ignoring safety steps

B Listening while distracted

C Listening carefully to steps so a task can be done correctly and safely

D Hearing only the first step

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12 **A worker repeats back safety steps after hearing them, then follows them. What skill is shown?**

- A Summarising
- B Debating
- C Storytelling
- D Listening for instructions

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13 **What is meant by safety briefing?**

- A A short talk that explains hazards and safe steps before work begins
- B A casual chat
- C A story told at lunch
- D A written test

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14 **Before a task, a supervisor explains hazards and protective steps. What is given?**

- A A quiz
- B A safety briefing
- C A novel summary
- D A joke

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15 **What is meant by asking for clarification at work?**

- A Doing a task wrongly
- B Ignoring unclear steps
- C Asking a clear question when a task or instruction is unclear
- D Guessing silently

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16 **A worker asks which size is needed before cutting material. What is done?**

- A Guessing
- B Debating
- C Storytelling
- D Asking for clarification

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17 **What is meant by small talk at work?**

- A Brief, friendly conversation that builds good working relationships
- B A formal speech
- C A job interview
- D A safety test

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18 **Two coworkers exchange brief friendly greetings before a shift. What is this?**

A A presentation

B Small talk

C A debate

D A report

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19 **What is meant by presenting a simple report?**

A Debating a motion

B Telling a long story

C Giving a short, clear spoken update on work done or progress made

D Reading a novel aloud

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20 **A worker gives a two-minute update on tasks completed this week. What is this?**

- A A lecture
- B A debate
- C A story
- D A simple report

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21 **What is meant by polite disagreement at work?**

- A Disagreeing respectfully, with reasons, without personal remarks
- B Ignoring the issue
- C Shouting down a coworker
- D Agreeing when you disagree

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22 **A worker says she sees it differently and gives a reason, calmly. What is shown?**

A Arguing loudly

B Polite disagreement

C Rudeness

D Silence

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23 **What is meant by listening to a customer?**

A Offering a solution at once

B Ignoring complaints

C Paying attention to what a customer needs before offering a solution

D Interrupting a customer

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24 **A clerk lets a customer finish, then restates the problem before helping. What is shown?**

- A Interrupting
- B Debating
- C Lecturing
- D Listening to a customer

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25 **What is meant by group work speaking?**

- A Sharing tasks and ideas aloud so a team can finish work together
- B One person doing all the talking
- C Working in silence only
- D Competing with teammates

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ANSWER KEY

1.	A	**10.**	B	**19.**	C
2.	B	**11.**	C	**20.**	D
3.	C	**12.**	D	**21.**	A
4.	A	**13.**	A	**22.**	B
5.	A	**14.**	B	**23.**	C
6.	B	**15.**	C	**24.**	D
7.	C	**16.**	D	**25.**	A
8.	D	**17.**	A		
9.	A	**18.**	B		

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