NOVA SCOTIA ENGLISH/COMMUNICATIONS 11 · FINAL EXAM

Final Exam — Practice Test

Nova Scotia English/Communications 11 • 50 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 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

Understand It with Pulse | Flag a mistake

2 **A worker reads steps in order, then assembles a shelf correctly. What skill is used?**

- A Skimming a novel
- B Reading instructions
- C Debating
- D Storytelling

Understand It with Pulse | Flag a mistake

3 **A supervisor writes a short note about a new meeting time to all staff. What is written?**

- A A novel
- B A workplace memo
- C A diary
- D A poem

Understand It with Pulse | Flag a mistake

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

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

Understand It with Pulse | Flag a mistake

5 **A reader checks a label for warnings and use directions before using a product. What is done?**

- A Reading a label
- B Summarising
- C Writing a story
- D Debating

Understand It with Pulse | Flag a mistake

6 **A worker emails a manager with a clear subject and a polite request. What is written?**

- A A work email
- B A poster
- C A story
- D A diary

Understand It with Pulse | Flag a mistake

7 **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

Understand It with Pulse | Flag a mistake

8 **A worker finds her shift time and place on a weekly rota. What skill is used?**

- A Storytelling
- B Reading a schedule
- C Writing a letter
- D Debating

Understand It with Pulse | Flag a mistake

9 **What is meant by cover letter?**

- A A receipt
- B A timetable
- C A short letter that introduces an applicant and explains interest in a job
- D A long essay

Understand It with Pulse | Flag a mistake

10 **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

Understand It with Pulse | Flag a mistake

11 **What is meant by reading a workplace memo?**

- A Understanding a short workplace message about a task, change, or meeting
- B Ignoring workplace messages
- C Reading a novel
- D Writing a poem

Understand It with Pulse | Flag a mistake

12 **What is meant by application form?**

- **A** A form completed with personal, education, and work details when applying
- **B** A novel
- **C** A poster
- **D** A diary

Understand It with Pulse | Flag a mistake

13 **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

Understand It with Pulse | Flag a mistake

14 **What is meant by reading a safety sign?**

A Reading only colours

B Ignoring signs

C Understanding warnings and required actions shown on safety signs

D Guessing meanings

Understand It with Pulse | Flag a mistake

15 **A notice explains a new rule in short, clear sentences for all staff. What style is used?**

A Legal wording

B Technical jargon

C Poetry

D Plain language

Understand It with Pulse | Flag a mistake

16 **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

Understand It with Pulse | Flag a mistake

17 **What is meant by reading a map?**

A Using symbols, legend, and scale to find places and routes

B Reading only names

C Guessing directions

D Ignoring the legend

Understand It with Pulse | Flag a mistake

18 **A worker writes numbered steps for cleaning a machine safely. What is written?**

A A memo about a party

B Instructions

C A story

D A poem

Understand It with Pulse | Flag a mistake

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

A Guessing

B Debating

C Storytelling

D Asking for clarification

Understand It with Pulse | Flag a mistake

20 **A customer finds a dish and its price, including a vegetarian option. What skill is used?**

- A Reading a novel
- B Writing
- C Debating
- D Reading a menu

Understand It with Pulse | Flag a mistake

21 **What is meant by note taking at work?**

- A Writing down key points, tasks, and decisions during a meeting or call
- B Writing everything word for word
- C Writing nothing
- D Drawing pictures only

Understand It with Pulse | Flag a mistake

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

- A A presentation
- B Small talk
- C A debate
- D A report

Understand It with Pulse | Flag a mistake

23 **A reader compares two ads for price, features, and conditions. What skill is used?**

- A Writing a story
- B Reading an advertisement
- C Debating
- D Summarising a novel

Understand It with Pulse | Flag a mistake

24 **What is meant by thank you note?**

A A timetable

B A complaint letter

C A short polite note that thanks someone for help, time, or a gift

D A job application

Understand It with Pulse | Flag a mistake

25 **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

Understand It with Pulse | Flag a mistake

26 **What is meant by scanning?**

- A Looking quickly through a text for a specific fact, name, or number
- B Ignoring a text
- C Reading a whole book slowly
- D Guessing an answer

Understand It with Pulse | Flag a mistake

27 **A customer writes politely about a faulty item and asks for a repair. What is written?**

- A A diary
- B A complaint letter
- C A thank you note
- D A resume

Understand It with Pulse | Flag a mistake

28 **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

Understand It with Pulse | Flag a mistake

29 **What is meant by main idea in practical reading?**

- A The longest word
- B The first letter
- C The most important message in a notice, memo, or article
- D A minor detail

Understand It with Pulse | Flag a mistake

30 **A student writes warmly to a relative about school news. What kind is this?**

- A A formal report
- B A memo
- C A resume
- D A personal letter

Understand It with Pulse | Flag a mistake

31 **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

Understand It with Pulse | Flag a mistake

32 **What is meant by fact and opinion in everyday texts?**

- **A** Telling checkable facts apart from personal views in ads, reviews, and posts
- **B** Treating all views as facts
- **C** Ignoring all facts
- **D** Believing every review

Understand It with Pulse | Flag a mistake

33 **What is meant by writing a short report?**

- **A** Writing a story
- **B** Writing a brief account of work done, with facts and results
- **C** Writing a poem
- **D** Writing a diary

Understand It with Pulse | Flag a mistake

34 **A student announces a meeting time, place, and purpose clearly. What is given?**

A A debate

B A story

C An announcement

D A quiz

Understand It with Pulse | Flag a mistake

35 **A reader notes who did what, where, and when from a short report. What skill is used?**

A Writing a poem

B Debating

C Reading a news article

D Drawing

Understand It with Pulse | Flag a mistake

36 **What is meant by spelling in workplace writing?**

- A Writing in code
- B Ignoring spelling
- C Using slang in formal notes
- D Writing words correctly so messages are clear and professional

Understand It with Pulse | Flag a mistake

37 **A speaker slows down and pronounces words clearly for a large room. What is shown?**

- A Voice clarity
- B Humour
- C Speed
- D Storytelling

Understand It with Pulse | Flag a mistake

38 **A student explains how a poster uses a large image and short slogan to warn about safety. What skill is used?**

- A Viewing a poster
- B Spelling
- C Counting
- D Copying

Understand It with Pulse | Flag a mistake

39 **A letter uses full stops and capitals correctly, so sentences are clear. What skill is shown?**

- A Debating
- B Storytelling
- C Punctuation
- D Drawing

Understand It with Pulse | Flag a mistake

40 **A listener nods and smiles to show understanding without speaking. What is used?**

- A Writing
- B Reading
- C Nonverbal communication
- D Speech

Understand It with Pulse | Flag a mistake

41 **A reader checks two websites and a source date before trusting a claim. What skill is used?**

- A Debating
- B Storytelling
- C Reading online information
- D Copying

Understand It with Pulse | Flag a mistake

42 **A team makes a poster showing safety steps with pictures and short text. What is done?**

A Representing

B Spelling only

C Debating

D Proofreading

Understand It with Pulse | Flag a mistake

43 **What is meant by reporting a problem aloud?**

A Hiding a problem

B Describing a problem clearly, with what happened and what is needed

C Blaming others loudly

D Describing only feelings

Understand It with Pulse | Flag a mistake

44 **What is meant by reading a receipt?**

A Ignoring totals

B Checking items, prices, totals, and change on a receipt

C Guessing the total

D Throwing it away at once

Understand It with Pulse | Flag a mistake

45 **What is meant by keeping a work log?**

A Writing a story

B Recording nothing

C Guessing times later

D Recording tasks, times, and results regularly in a log

Understand It with Pulse | Flag a mistake

46 **What is meant by everyday conversation?**

A A written exam

B A formal debate

C A job interview

D Ordinary friendly talk for daily life and social situations

Understand It with Pulse | Flag a mistake

47 **What is meant by reading a simple graph?**

A Reading only colours

B Guessing values

C Ignoring labels

D Getting information from bars, lines, or sections in a simple chart

Understand It with Pulse | Flag a mistake

48 **What is meant by editing workplace writing?**

- A Adding decoration only
- B Checking a draft for clarity, spelling, and missing details before sending
- C Sending a first draft at once
- D Ignoring errors

Understand It with Pulse | Flag a mistake

49 **What is meant by conflict resolution speaking?**

- A Blaming one person
- B Speaking calmly to solve a disagreement and find a fair solution
- C Shouting to win
- D Avoiding the problem

Understand It with Pulse | Flag a mistake

50 **What is meant by everyday vocabulary?**

A Foreign words only

B Knowing common words used in work, forms, and daily life

C Technical terms only

D Slang only

Understand It with Pulse | Flag a mistake

ANSWER KEY

1. C
2. B
3. B
4. A
5. A
6. A
7. D
8. B
9. C
10. A
11. A
12. A
13. C
14. C
15. D
16. A
17. A
18. B
19. D
20. D
21. A
22. B
23. B
24. C
25. A
26. A
27. B
28. C
29. C
30. D
31. A
32. A
33. B
34. C
35. C
36. D
37. A
38. A
39. C
40. C
41. C
42. A
43. B
44. B
45. D
46. D
47. D
48. B
49. B
50. B

© 2026 Brett Robbins. All Rights Reserved.