NOVA SCOTIA ENGLISH/COMMUNICATIONS 12 · UNIT A

Speaking and Listening — Practice Test

Nova Scotia English/Communications 12 • 10 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 does workplace feedback mean?**

- A Listening carefully to instructions and customer needs at work
- B Comments from a supervisor about work performance
- C A meeting where an employer asks a candidate questions
- D A short spoken message left when a call is not answered

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The Customer Call

Use this reading for questions 2 to 4.

A customer called about a late delivery. The worker listened fully, apologised, and gave a new delivery time. The customer thanked the worker for the clear answer and stayed with the company.

2 **What is the main idea of The Customer Call?**

- **A** Listening fully and giving a clear answer can keep a customer
- **B** A clear handover passes on every key item
- **C** Interview answers are stronger with short work examples
- **D** A complete phone message lets the call be returned

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3 **What is the main purpose of The Customer Call?**

- A To show a good shift handover
- B To show handling a customer call well
- C To show effective interview answers
- D To show how to take a phone message

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4 **Why did the customer stay with the company after a late delivery?**

- A The worker gave a discount code
- B The worker gave a new product
- C The worker listened and gave a new delivery time
- D The worker gave a survey form

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The Team Update

Use this reading for questions 5 to 7.

At the morning meeting, each team member gave a one-minute update: work done, work next, and any problem. The manager wrote problems on a board and assigned help. The meeting finished in ten minutes with clear next steps.

5 **What is the main idea of The Team Update?**

- **A** A clear handover passes on every key item
- **B** Interview answers are stronger with short work examples
- **C** A complete phone message lets the call be returned
- **D** Short structured updates keep a team meeting useful

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6 **What is the main purpose of The Team Update?**

- A To show a short team update meeting
- B To show a good shift handover
- C To show effective interview answers
- D To show how to take a phone message

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7 **What three parts did each update include?**

- A Grades, ages, and hobbies
- B Work done, work next, and any problem
- C Prices, colours, and sizes
- D Names, dates, and songs

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Solving a Disagreement

Use this reading for questions 8 to 10.

Two coworkers disagreed about who should close the store. Each explained their view without interrupting, and a supervisor suggested they share the task on alternate weeks. Both agreed, and the rota was written down the same day.

8 **What is the main idea of Solving a Disagreement?**

- **A** A clear handover passes on every key item
- **B** Interview answers are stronger with short work examples
- **C** Calm listening and a shared plan can solve a disagreement
- **D** A complete phone message lets the call be returned

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9 **What is the main purpose of Solving a Disagreement?**

A To show a good shift handover

B To show effective interview answers

C To show how to take a phone message

D To show a workplace conflict talk

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10 **What plan did the supervisor suggest?**

A Sharing the closing task on alternate weeks

B Closing every night alone

C Ignoring the rota

D Leaving the store open

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ANSWER KEY

1.	B	**5.**	D	**9.**	D
2.	A	**6.**	A	**10.**	A
3.	B	**7.**	B		
4.	C	**8.**	C		

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