NOVA SCOTIA ENGLISH/COMMUNICATIONS 12 · UNIT A

Speaking and Listening — Practice Test

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

- A Listening carefully to instructions and customer needs at work
- B A meeting where an employer asks a candidate questions
- C A short spoken message left when a call is not answered
- D Spoken instructions that explain how to stay safe at work

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2 What does job interview mean?

- A A short spoken message left when a call is not answered
- B A meeting where an employer asks a candidate questions
- C Spoken instructions that explain how to stay safe at work
- D Explaining steps clearly so a listener can follow them

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3 What does phone message mean?

- A Spoken instructions that explain how to stay safe at work
- B Explaining steps clearly so a listener can follow them
- C A short spoken message left when a call is not answered
- D Writing down the key facts from a phone call

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4 **What does safety briefing mean?**

A Explaining steps clearly so a listener can follow them

B Writing down the key facts from a phone call

C A polite opening when serving a customer

D Spoken instructions that explain how to stay safe at work

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5 **What does giving instructions mean?**

A Explaining steps clearly so a listener can follow them

B Writing down the key facts from a phone call

C A polite opening when serving a customer

D A question that checks understanding of instructions

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6 **What does taking a message mean?**

- A A polite opening when serving a customer
- B Writing down the key facts from a phone call
- C A question that checks understanding of instructions
- D Passing on key information to the next worker

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7 **What does customer greeting mean?**

- A A question that checks understanding of instructions
- B Passing on key information to the next worker
- C A polite opening when serving a customer
- D A short spoken report on progress and next steps

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8 **What does clarifying question mean?**

- A Passing on key information to the next worker
- B A short spoken report on progress and next steps
- C A short talk that shares work information with colleagues
- D A question that checks understanding of instructions

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9 **What does shift handover mean?**

- A Passing on key information to the next worker
- B A short spoken report on progress and next steps
- C A short talk that shares work information with colleagues
- D A calm discussion aimed at solving a disagreement

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10 **What does team update mean?**

A A short talk that shares work information with colleagues

B A short spoken report on progress and next steps

C A calm discussion aimed at solving a disagreement

D A recorded message telling callers what to do

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The Handover

Use this reading for questions 11 to 13.

At the end of her shift, Dana told the next worker about a broken freezer, two deliveries due, and a customer waiting for a call back. The next worker repeated the three items and wrote them down. The shift change went smoothly because nothing was missed.

11 **What is the main idea of The Handover?**

- **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** A safety briefing works when every step is understood

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12 **What is the main purpose of The Handover?**

- A To show effective interview answers
- B To show a good shift handover
- C To show how to take a phone message
- D To show a safety briefing done well

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13 **Why did the shift change go smoothly?**

- A Dana reported a holiday plan
- B Dana wore a new uniform
- C Dana passed on all three items in full
- D Dana threw a staff party

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The Interview

Use this reading for questions 14 to 16.

At his interview, Kai answered each question with a short example from past work. When asked about teamwork, he described helping a new coworker learn a task. The employer said the examples made his answers easy to judge.

14 **What is the main idea of The Interview?**

- **A** A clear handover passes on every key item
- **B** A complete phone message lets the call be returned
- **C** A safety briefing works when every step is understood
- **D** Interview answers are stronger with short work examples

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15 **What is the main purpose of The Interview?**

- A To show effective interview answers
- B To show a good shift handover
- C To show how to take a phone message
- D To show a safety briefing done well

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16 **What example did Kai give for teamwork?**

- A A school trip story
- B Helping a new coworker learn a task
- C A favourite film
- D A sports result

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Taking a Phone Message

Use this reading for questions 17 to 19.

A caller asked for the manager, who was out. Ravi wrote the caller's name, number, and reason for calling, then read the note back to the caller. The manager returned the call the same day because the message was complete.

17 **What is the main idea of Taking a Phone Message?**

- **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** A safety briefing works when every step is understood

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18 **What is the main purpose of Taking a Phone Message?**

- A To show a good shift handover
- B To show effective interview answers
- C To show a safety briefing done well
- D To show how to take a phone message

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19 **What did Ravi read back to the caller?**

- A The note with name, number, and reason
- B A staff roster
- C A price list
- D A menu

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The Safety Briefing

Use this reading for questions 20 to 22.

Before work on a ladder, the supervisor explained the three safety steps and asked each worker to repeat them. One worker asked about wind, and the supervisor added a fourth step for windy days. No one started work until every step was clear.

20 **What is the main idea of The Safety Briefing?**

- **A** A clear handover passes on every key item
- **B** A safety briefing works when every step is understood
- **C** Interview answers are stronger with short work examples
- **D** A complete phone message lets the call be returned

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21 **What is the main purpose of The Safety Briefing?**

A To show a good shift handover

B To show effective interview answers

C To show a safety briefing done well

D To show how to take a phone message

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22 **What did the supervisor add for windy days?**

A A lunch break

B A new ladder brand

C A holiday schedule

D A fourth safety step

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Giving Clear Instructions

Use this reading for questions 23 to 25.

To teach a new task, Sara gave three steps in order, showed each step once, and asked the learner to try it. When the learner made a mistake, Sara repeated the step calmly. The learner finished the task alone by the end of the shift.

23 **What is the main idea of Giving Clear Instructions?**

- **A** Clear steps, a demonstration, and practice teach a task
- **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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24 **What is the main purpose of Giving Clear Instructions?**

A To show a good shift handover

B To show giving instructions at work

C To show effective interview answers

D To show how to take a phone message

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25 **How many steps did Sara give?**

A Ten steps at once

B One step only

C Three steps in order

D No steps at all

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ANSWER KEY

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

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