NOVA SCOTIA ENGLISH/COMMUNICATIONS 12 · NOVA SCOTIA

# Nova Scotia English/Communications 12 Practice Test

## Unit A: Speaking and Listening

5 Questions

Original practice test based on the Nova Scotia curriculum. Work through each question, then check your answers at the end.

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.

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Question 1

What does workplace presentation mean?

A) A short talk that shares work information with colleagues

B) A calm discussion aimed at solving a disagreement

C) A recorded message telling callers what to do

D) A phone call that books a time for a service

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Question 2

What does conflict talk mean?

A) A recorded message telling callers what to do

B) A calm discussion aimed at solving a disagreement

C) A phone call that books a time for a service

D) Listening and recording exactly what a customer orders

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Question 3

What does voice mail greeting mean?

A) A phone call that books a time for a service

B) Listening and recording exactly what a customer orders

C) A recorded message telling callers what to do

D) Comments from a supervisor about work performance

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Question 4

What does appointment call mean?

A) Listening and recording exactly what a customer orders

B) Comments from a supervisor about work performance

C) Listening carefully to instructions and customer needs at work

D) A phone call that books a time for a service

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Question 5

What does order taking mean?

A) Listening and recording exactly what a customer orders

B) Comments from a supervisor about work performance

C) Listening carefully to instructions and customer needs at work

D) A meeting where an employer asks a candidate questions

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# ANSWER KEY

1. A
2. B
3. C
4. D
5. A

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