

Sample Questions

ENGLISH COMPREHENSION

All questions are Multiple-Choice-Questions with only one option as the correct answer.

Q1. Direction: Select the option that is most nearly **opposite** in meaning to the given word.

VANITY (OPPOSITE)

- a. Pride
- b. Humility
- c. Conceit
- d. Indifference

Q2. Direction: Read the sentence to determine if there is any grammatical error in it. Choose the letter corresponding to the part that contains the error. Ignore errors of punctuation, if any.

(A) The meeting adjourned abruptly/ (B) by the CEO after/ (C) about three hours of deliberation. / (D) No error

- a. (A)
- b. (B)
- c. (C)
- d. (D)

Q3. Direction: In the question, a part of the sentence is **italicized**. Select the correct alternative to the **italicized** part that may improve the sentence construction.

Please remind me **of posting** these letters to my relatives.

- a. by posting
- b. to post
- c. for posting
- d. no improvement needed

LOGICAL ABILITY

Q1. Decode the given words or patterns. If MACINTOSH can be coded as OCEKNRMQF, then what can WINDOWS be coded as?

- a. YKPDQUM
- b. YKPDQMU
- c. YKPDMUQ
- d. YPKDQUM

Q2. Refer to the terms given below. There is a pattern that defines the relationship between the first two terms. Determine this relationship and then identify the missing term of the second pair, such that both the pairs are analogous.

QDXM : SFYN :: UIOZ :

- a. PAQM
- b. LPWA
- c. QNLA
- d. WKPA

Q3. Refer to the number series given below. Identify the pattern/relationship between the numbers and find the missing number.

11, 12, 16, 25, 41, 66, ____

- a. 101
- b. 102
- c. 103
- d. 104

Quantitative Ability

Q1. If $892.7 - 573.07 - 95.007 = "A"$. What is the value of A?

- a. 414.637
- b. 224.777
- c. 233.523
- d. 224.623

Sample Questions

Q2. Which of the following numbers is not divisible by 14?

- a. 3542
- b. 2086
- c. 1998
- d. 2996

Q3. A customer is charged a bill of \$900, of which he makes a down payment of \$400, while the remaining is to be paid as installments for the next five months. What is the monthly installment that the customer needs to pay?

- a. \$80
- b. \$90
- c. \$100
- d. \$180

Cultural Awareness

Q1. What should you do first when you answer an incoming call from a customer?

- a. Ask for the customer's feedback about the call
- b. Greet the caller and introduce yourself
- c. Ask for the purpose of the call
- d. Ask for the customer name and contact details

Q2. State whether the following statement is True or False.

Halloween is not celebrated in U.K.

- a. True
- b. False

Q3. Which of the following activities will you do first after starting your day at work?

- 1. Escalate the issues with the food vendor to the HR team.
- 2. Meet your supervisor to discuss targets for the day.
- 3. Check for any friend requests on facebook.

- a. 1
- b. 2
- c. 3

Sample Questions

Q4. You work in department A of a company. You receive a service request from a customer which has to be handled by department B as per the company guidelines. What should you do in this case?

- a. I would ask the customer not to send such requests to department A.
- b. I would forward the service request to my manager so that he can send it to department B.
- c. I would handle the request and meet the customer's requirement.
- d. I would inform the head of department B and ask him as to why my department is getting such requests.

BPM Industry Awareness

Q1. You work at an international BPO, that is located in Hyderabad and receive calls from US based customers. In which language should you open a call?

- a. English
- b. Telugu
- c. Spanish
- d. Hindi

Q2. State whether the following statement is true or false.

Converting the record of a company from paper to an electronic form is known as data entry services.

- a. True
- b. False

Q3. _____ refers to hiring a BPO to perform business functions in the same country where the products are actually developed?

- a. Offshore outsourcing
- b. Nearshore outsourcing
- c. Onshore outsourcing

Q4. State whether the following statement is true or false.

You should be a postgraduate in order to get a job in a BPO.

- a. True
- b. False