

QP CODE: SSC/Q2301  
QP TITLE: Associate – Transactional F&A

OVERVIEW

Test Duration	196 minutes
Accounts Payable	20 Min.
Accounts Receivable	20 Min.
AP-AR Helpdesk	15 Min.
Accounts Payable Simulation	10 Min.
Accounts Receivable Simulation	10 Min.
English	15 Min.
Information Gathering and Synthesis	15 Min.
Work Management	15 Min.
Teamwork	12 Min.
Workplace Health & Safety	12 Min.
Data Entry and Validation	8 Min.
Data Provisioning	14 Min.
Self Development	15 Min.
Personality Inventory	15 Min.
Natural Language Options	English
Distribution of Marks	As mentioned in the Qualification Pack
Pass Criteria	As per standard norms
Technology tools / Platforms Tested (Mandatory)	
i)	ii)
iii)	iv)
Technology tools / Platforms Tested (Select any one)	
i)	ii)
iii)	iv)
Infrastructure Requirements	As per standard list provided to Assessment Centers
QP Specific Infrastructure Requirements (if any)	
i) <<e.g. Telephone Lines>>	ii)

SAMPLE QUESTIONS

**SECTION: ACCOUNTS PAYABLE (SSC/N2302 and SSC/N2303)**

Q1. Type: Theory; PC Tested: SSC/N2304\_PC2; Level: Easy

Statement: An AP executive is checking the invoice submitted by a stationery supplier. Which document does he need to refer to check the ordered quantity?

Options:

- A. Deliverychallan
- B. Purchase order
- C. Creditnote
- D. Commercialinvoice

Correct Answer:B

Q2. Type: Theory; PC Tested: SSC/N2305\_PC2 Level: Moderate

Statement: Which of the following details is not required while adding a new vendor?

Options:

- A. Vendor name
- B. Vendor address
- C. Bank account details
- D. Registration number
- E. All products' details

Correct Answer: E

Q3. Type: Theory; PC Tested: SSC/N2302\_PC6; Level: Easy

Statement: What does the payment term "2/10 days, Net 45 days" indicate?

Options:

- A. 2% discount if payment is made within 45days
- B. 10% discount if payment is made within 45days
- C. 10% discount if payment is made within 2days

- D. 2% discount if payment is made within 10days

Correct Answer: D

Q4. Type: Skill; PC Tested: SSC/N2305\_PC5 Level: Moderate

Statement: Anjali received an invoice from GH Ltd. for Rs. 1,50,000 against the purchase order number – 475. This order was closed prior to the receipt of this invoice. Now the invoice has been put on 'Hold' by the system. Which of the following types of 'Hold' would justify the given situation?

Options:

- A. PO not approved hold
- B. Final matching hold
- C. Can't close PO hold
- D. A hold is not applicable in this situation

Correct Answer: B

Q5. Type: Skill; PC Tested: SSC/N2303\_PC2 Level: Moderate

Statement: Pharma Inc. has made a payment of Rs 25,000 on 25 May 2010 against an invoice amount of Rs 25,000 dated 11 April 2010. Pharma Inc. could have availed a discount of Rs 750 had the payment been made on 20 April 2010. What would be the payment terms set by the company with its vendor in the given case if 25 May 2010 is the last day of making the payment without any discounts but still within credit period, considering the invoice date as the basis for calculation of payment due date?

Options:

- a) 3/10 Net 45 days
- b) 2/10 Net 45 days
- c) 3/10 days
- d) 45 days

Correct Answer: A

Q6. Type: Skill; PC Tested: SSC/N2305\_PC10 Level: Moderate

Statement: ABC Ltd. permitted Ram & Co.'s bank to deduct Rs. 1000 per month and billed the invoice of the same value every month. Identify the correct journal entry.

Options:

- A. credit bank and debit supplier, then credit expense and debit supplier
- B. debit supplier and credit bank, then debit expense and credit supplier
- C. credit expenses and debit bank, then credit supplier and debit bank
- D. debit expenses and credit bank, then debit supplier and credit bank

Correct Answer: B

**SECTION: ACCOUNTS RECEIVABLES (SSC/N2306 and SSC/N2307)**

*Q1. Type: Theory PC Tested: SSC/N2306\_PC5 Level: Easy*

Statement: Which of the following information may form a part of a credit report?

Options:

- A. Information on how a customer pays bills
- B. Information on how a customer repays loans
- C. Information on credit not available to a customer
- D. Both a and b
- E. All- a, b and c

Correct Answer: D

*Q2. Type: Theory; PC Tested: SSC/N2307\_PC5 Level: Moderate*

Statement: Which of the following is the most stringent payment term?

Options:

- A. Net 30 days
- B. Net 21 days
- C. Net 5 days
- D. Net 45 days
- E. Net 90 days

Correct Answer: C

*Q3. Type: Theory; PC Tested: SSC/N2306\_PC5 Level: Moderate*

Sample Questions

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Statement: Excess amount received against receivables is transferred to which of the following accounts?

Options:

- A. Cash A/c
- B. Unapplied cash A/c
- C. Receivables A/c
- D. Provision for doubtful debts A/c

Correct Answer: B

Q4. Type: Theory; PC Tested: SSC/N2306\_PC4 Level: Easy / Moderate / Difficult

Statement: Which of the following account(s) would be impacted by the recovery of a written-off account? (if allowance method is employed by the company)

Options:

- A. Accounts receivables
- B. Allowance for uncollectible accounts
- C. Cash
- D. Both b and c
- E. All- a, b and c

Correct Answer: E

Q5. Type: Skill; PC Tested: SSC/N2306\_PC5; Level: Moderate

Statement: XYZ Ltd's past collection experience indicates the following:

Length of	%
1-30 days	1.0
31-60	2.0
61-90	3.0
90 + days	8.0

Following is the status of accounts receivables:

1-30 days Rs. 25,000/-  
31-60 days Rs. 50,000/-

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61-90 days Rs. 85,000/-

90+ days Rs. 2,00,000/-

What is the total amount of uncollectible allowance for the categories 1-30 and 61-90 days? (Using allowance method with aging of receivables as the basis)

Options:

- A. Rs. 2,400
- B. Rs. 2,500
- C. Rs. 2,550
- D. Rs. 2,800

Correct Answer: D

Q6. Type: Skill; PC Tested: 2306\_PC8 Level: Moderate

Statement: Company XYZ sells goods worth Rs. 10,000 to a customer. Customer returns goods worth Rs. 2,000 back to XYZ because they were damaged. What will be the correct journal entry in the books of XYZ for the goods returned?

Options:

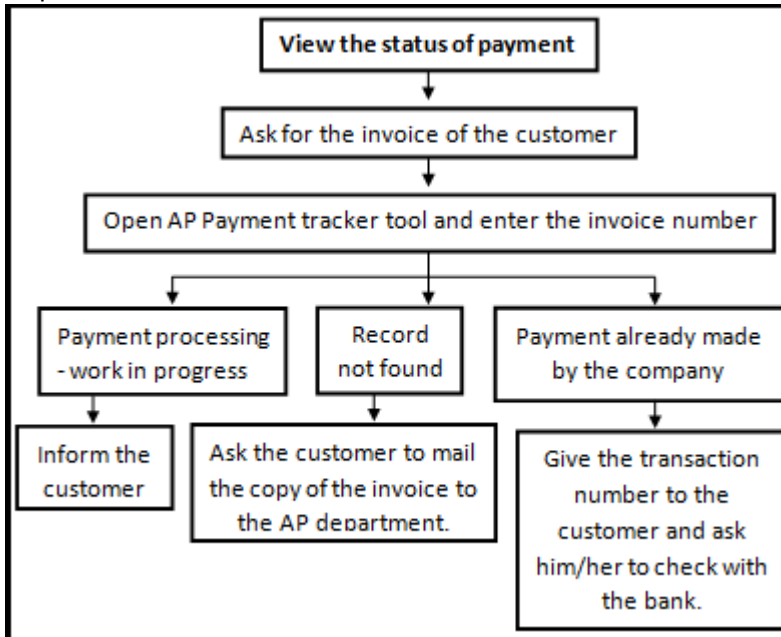
- |                                |                                     |
|--------------------------------|-------------------------------------|
| A. Sales DebitRs.2,000         | Accounts Receivable Credit Rs.2,000 |
| B. Sales Returns DebitRs.2,000 | Accounts Receivable Credit Rs.2,000 |
| C. Sales Returns DebitRs.2,000 | Cash Credit Rs.2,000                |
| D. Goods DebitRs.2,000         | Cash Credit Rs.2,000                |
| E. Goods DebitRs.2,000         | Accounts Receivable Credit Rs.2,000 |

Correct Answer: B

#### SECTION: AP-AR HELPDESK

Q1. Type: Skill; PC Tested: SSC/N2304\_PC2\_P; Level: Difficult

Statement: You work at the AP helpdesk in HBB Inc. Refer to the given flowchart to answer customer queries.



**Case:** A vendor calls up the helpdesk and says, "I had supplied the raw material to your organization in accordance to the purchase order. I delivered the consignment on time. The material was approved by your team and then I sent you the invoice. It has been a long time since I sent it and I have sent many reminders too. I have not received my payment yet!" What will you say in such a case?

Options:

- A. Sir, I think you should contact the concerned bank official. If you had sent the invoice long time back, we would have made payment by now. We have a "Pay On Time" policy.
- B. Sir, please let me know the date of delivery of goods so that I can verify the details with the concerned department.
- C. Sir, I would have to place your call on hold. I will forward your call to my manager so that the issue is resolved at the earliest.
- D. Sir, please let me know your invoice number so that I can fetch the details from our payment tracker.

Correct Answer: D

Statement: An organization adheres to the following rules for verification of invoices.

- For amounts **upto \$2,500**: it follows two way match
- For amounts **between \$2,500 - \$10,000**: it follows three way match
- For amounts **above \$10,000**: it follows four way match

For which of the following companies will the organization follow a two way match?

Invoice Date	Invoice No.	Status	Customer Name	Customer Id	Balance	Due Date
16-3-2014	I999	Pending	Invoice Expert	C1001	\$5,000	25-12-2014
27-11-2014	I1003	Pending	Wegmans Food Markets	C1002	\$35,000	15-12-2014
15-07-2014	I1002	Pending	Camdem Property Trust	C1003	\$9,700	15-01-2015
13-10-2014	I1001	Pending	DPR Construction	C1004	\$12,000	23-02-2015
11-09-2014	I1000	Pending	HighTech Enterprise	C1005	\$1,230	24-02-2015

Options:

- A. Wegmans Food Markets and Invoice Expert
- B. DPR Construction and HighTech Enterprise
- C. HighTech Enterprise
- D. Invoice Expert

Correct Answer: C

Statement: A customer calls you up and complains about the delay in payment against a particular invoice. When you check the status of payment, you realize that the payment is due. However, the reason is not stated on the interface. What will you do in this case?

Options:

- A. I will ask the client to call up the purchase department for queries related to pending payment.
- B. I will ask my colleague if he is aware of the reason for non-payment.
- C. I will forward the call to my manager and inform him that the status is not updated on the interface.
- D. I will ask the client to re-send the invoice so that it can be processed again.

Correct Answer: C



Q4. Type: Skill; PC Tested: SSC/N2309\_PC11; Level: Easy

Statement: Which of the following steps is/are important to ensure complete customer satisfaction?

Options:

- A. Summarize your discussion on the call for a better understanding.
- B. Collect customer feedback and thank him/her for calling.
- C. Strive to solve the customer's query and get agreement on the solution provided.
- D. All of the above

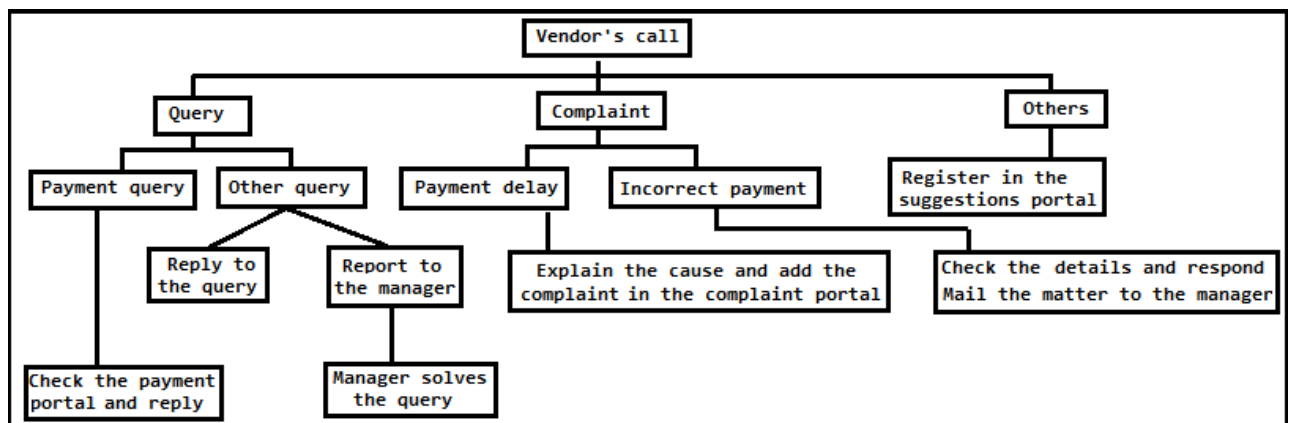
Correct Answer: D

Q5. Type: Skill; PC Tested: SSC/N2309\_PC5; Level: Moderate

Statement: Refer to the given flowchart that discusses steps to handle vendor queries.

The vendor calls you up and says, "I wanted my payment by wire transfer. However, I received the payment today by check."

Under which category will you tag this call?



Options:

- A. Query
- B. Complaint
- C. Others

Correct Answer: B

**SECTION: WORK MANAGEMENT (SSC/N9001)**

Q1. *Type: Theory; PC Tested: SSC/N9001\_PC3 Level: Easy*

Statement: A person takes 10 minutes to process one voucher. How many vouchers will he be able to process in one hour?

Options:

- A. 5
- B. 6
- C. 10
- D. 20

Correct Answer: B

Q2. *Type: Skill; PC Tested: SSC/N9001\_PC6; Level: Moderate*

Statement: 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?

Options:

- A. You should ask the customer not to send such requests to department A.
- B. You should forward the service request to your manager.
- C. You should handle the request and meet the customer's requirement.
- D. You should inform the head of department B and ask him as to why your department is getting such requests.

Correct Answer: B

**SECTION: TEAM MANAGEMENT (SSC/N9002)**

Q1. *Type: Skill; PC Tested: SSC/N9002\_PC7; Level: Moderate*

Statement: You realize that one your co-workers, Sunil has not been talking to you ever since you were awarded "The employee of the month" award. You know that he had hoped to win it. What would you do in this situation?

Options:

Sample Questions

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- A. I will wait for things to get sorted out on their own since this is not an important matter.
- B. I will go to Sunil and ask him if has any issues with me. I will then try to resolve those issues.
- C. I will inform my supervisor about Sunil's behavior. Such matters affect the work environment and hence should be curbed.
- D. I will ask one of my colleagues to talk to Sunil and help us sort out the issue.

Correct Answer: B

Q2. Type: Theory; PC Tested: SSC/N9002\_PC8; Level: Moderate

Statement: Which of the following is not an example of workplace harassment?

Options:

- A. A colleague being asked about his sexual preferences.
- B. A colleague being terminated from service on grounds of breach of company's Non- Disclosure Agreement (NDA).
- C. A colleague being reprimanded for wearing a religious headgear (example: turban).
- D. A colleague being subject to suggestive jokes or remarks by co-workers.

Correct Answer: B

Q3. Type: Skill; PC Tested: SSC/N9002\_PC1 Level: Moderate

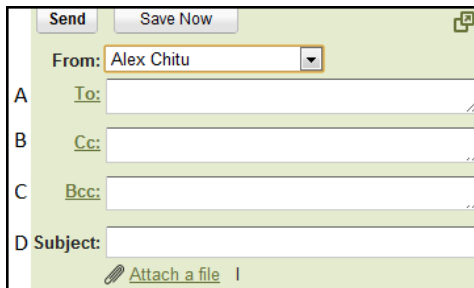
Statement: You need to write an email to your supervisor informing him about a review meeting. The date and time for the meeting should be appropriately highlighted. Which of the following is the correct way to do it?

Options:

- |    |   |    |  |
|----|---|----|--|
| A. | <p>Hi,<br/>Pls note that the review meeting is fixed for <b>14 March 2 PM.</b><br/>Regards,<br/>XYZ</p> | C. | <p>Hi,<br/>Pls note that the review meeting is fixed for <b>14 March 2 PM.</b><br/>Regards,<br/>XYZ</p>    |
| B. | <p>Hi,<br/>PLS NOTE THAT THE REVIEW MEETING IS FIXED FOR 14 MARCH 2 PM.<br/>REGARDS,<br/>XYZ</p>        | D. | <p>Hi,<br/>Pls note that the review meeting is fixed for <i>14 March at 2 PM.</i><br/>Regards,<br/>XYZ</p> |

Q4. Type: Skill; PC Tested: SSC/N9002\_PC1; Level: Easy

Statement: You are writing an email using Gmail. This mail has to be sent to ten people. You do not want the recipients' email address to be visible to any other recipient. In which field would you enter the email addresses?



Options:

- A. A
- B. B
- C. C
- D. D

Correct Answer: C

Q5. Type: Skill; PC Tested: SSC/N9002\_PC4; Level: Easy

Statement: Which of the following is an appropriate way to ask a customer's wellbeing in a professional email?

Options:

- A. Hi, I hope you are doing fine.
- B. Hey, how have you been?
- C. Hello, I hope things are cool at your end!
- D. Dear, how are things at your end?

Correct Answer: A

**SECTION: HEALTH AND SAFETY (SSC/N9003)**

Q1. *Type: Skill; PC Tested: SSC/N9003\_PC3; Level: Moderate*

Statement: What should you do if your colleague suddenly faints and is not breathing?

Options:

- A. You should check his pulse and blow air into his mouth
- B. You should make him lie down and place a wet cloth on his forehead
- C. You should tightly hold his shoulder and shake him
- D. You should gently stroke his chest in downward direction

Correct Answer: A

Q2. *Type: Skill; PC Tested: SSC/N9003\_PC4 Level: Moderate*

Statement: While working, your system suddenly shuts down. You notice some spark near the wiring of the system. What should you do?

Options:

- A. You should inform your colleague and take his help to correct the wiring.
- B. You should inform the maintenance department and request them to resolve the issue.
- C. You should try to check the wiring and correct it on your own.
- D. You should request your colleague to share his system with you and work turn by turn.

Correct Answer: B

**SECTION: DATA PROVISIONING (SSC/N9004)**

Q1. *Type: Theory; PC Tested: SSC/N9004\_PC1; Level: Difficult*

Statement: You want to prepare an Excel based form to invite quotations for purchasing a product. The vendors who send the quotes should have had at least 3 years of experience in the industry. Which of the following options will you use to restrict entries from vendors who do not meet the experience criteria?

Options:

- A. Conditional formatting
- B. Data validation

- C. IF condition
- D. Filter

Correct Answer: B

Q2. Type: Skill; PC Tested: SSC/N9004\_PC5; Level: Moderate

Statement: Refer to the given table. What will happen if you make a selection like this?

	A	B
1	Employee Name	Department
2	Rajesh	Finance
3	Pallavi	<input type="text"/>
4	Shruti	Sales
5	Avik	Finance
6	Parul	R&D
7	Vivek	MIS
8	Neha	HR
9	Nikita	HR
10	Garima	MIS
11	Kiran	R&D
12	Preeti	MIS

Options:

- A. Employees of R&D department will be listed.
- B. Allen would be assigned to the R&D department.
- C. R&D would be assigned priority number 3 in the organization.
- D. Pivot table of the department and employee name would be created.

Correct Answer: B

Q3. Type: Theory; PC Tested: SSC/N9004\_PC3; Level: Difficult

Statement: Refer to the given table. If the code is with the format "15D\_3E", "15D" stands for 15 documents and "3E" stands for 3 errors in those 15 documents. Which week had the maximum number of errors committed by the all the operators?

Sample Questions

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Operator	Week1	Week2	Week3	Week4
A	16D_1E	10D_1E	24D_2E	12D_3E
B	22D_4E	11D_2E	8D_1E	12D_2E
C	10D_1E	18D_3E	13D_2E	20D_4E
D	12D_3E	8D_3E	10D_1E	19D_3E

Options:

- A. Week1
- B. Week2
- C. Week3
- D. Week4

Correct Answer: D

**SECTION: SELF DEVELOPMENT (SSC/N9005)**

*Q1. Type: Theory; PC Tested: SSC/N9005\_PC8; Level: Moderate*

Statement: In order to develop a learning and development plan, you are required to have a concrete objective. Which of the following is an example of a good learning objective?

Options:

- A. I should get a good salary hike next year.
- B. I should know about various processes followed in my department.
- C. I should win the Employee of the month award.
- D. I should complete 5 projects in the next year.

Correct Answer: B

*Q2. Type: Theory; PC Tested: SSC/N9005\_PC7; Level: Moderate*

Statement: Which of the following is the most appropriate way to seek feedback from your supervisor?

Options:

Sample Questions

SSC/Q2301/Associate - Transactional F&A

- A. "Sir, please rate me on a scale of 1 to 10 based on my performance during this project."
- B. "Sir, kindly let me know your feedback on my project and the aspects where I need to improve."
- C. "Sir, I am sure you must be highly satisfied with my performance. Please share your feedback."
- D. "Sir, please let me know if everything was fine in my project."

Correct Answer: B

Q3. Type: Skill; PC Tested: SSC/N9005\_PC3; Level: Difficult

Statement: A company conducts various tests to check the competency levels for different skill sets. The table given below shows the results for the tests attempted by Rohan.

Test Assessments	
Skill Set	Competency Level
1. Typing Speed	Low
2. Windows 7	Low
3. MS Word	High
4. Internet Navigation	Low

The upcoming projects which will be assigned to Rohan are listed below.

Sr. No.	Projects	Time required to complete the project
1	Data entry using MS Word	12 days
2	Online research	7 days
3	File and folder management	2 days

To perform well in project 1, Rohan needs improvement in which of the following skill sets?

Options:

- A. Only typing
- B. Only MS Excel
- C. MS Excel and internet surfing
- D. OS (Windows) and internet surfing
- E. Rohan needs to improve all his skill sets.

Correct Answer: B

Q4. Type: Skill; PC Tested: SSC/N9005\_PC2; Level: Moderate



Sample Questions

SSC/Q2301/Associate - Transactional F&A

Statement: You undergo a training session on Microsoft Excel. Which of the following is the most useful way to check if you have learnt how to use Microsoft Excel?

Options:

- A. Take a multiple choice test on MS Excel.
- B. Perform some analysis on sample data sets using MS Excel.
- C. Read the Help section of MS Excel and check your understanding.
- D. Watch a YouTube tutorial on MS Excel to verify the concepts.

Correct Answer: B

*Q5. Type: Skill; PC Tested: SSC/N9005\_PC7; Level: Difficult*

Statement: You and one of your colleagues are put on a new project. Your colleague is able to pick up the assignment very quickly and is praised regularly by your boss. However, you are a slow learner despite the fact that you are interested in the project. Appraisals are due in three months' time, where salary increments shall be given based on your performance. What would you do to improve in the project?

Options:

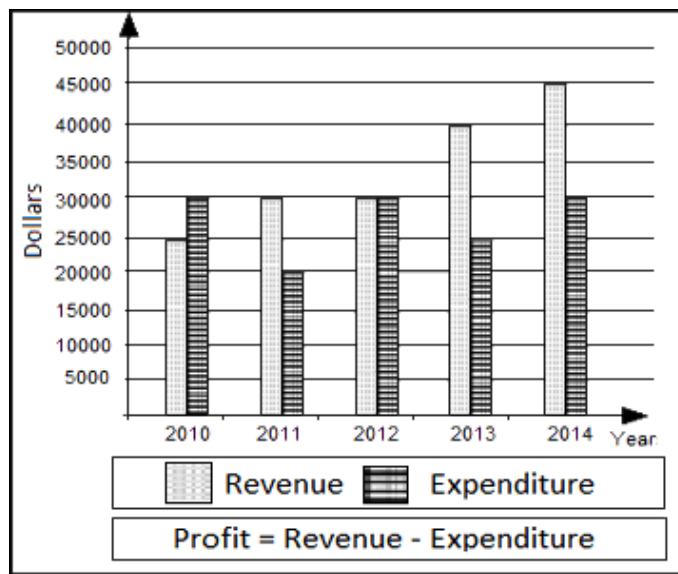
- A. I will put in more time to understand the nuances of the project to perform well no matter how much time it takes.
- B. I will discuss my shortcomings with my supervisor and ask him to suggest appropriate measures to improve them.
- C. I will ask my supervisor to provide me help to complete the project since I am struggling with this project.
- D. I will learn the shortcuts to succeed in the project and perform well as smart work is as important as hard work.

Correct Answer: C

**SECTION: Information Gathering and Synthesis**

Q1. Type: Skill; PC Tested: Multiple PCs from diff NOSs; Level: Moderate

Statement: You need to assist your supervisor to compile the company's earnings report. Analyze the 2010 to 2014 revenue and expenditure data presented in the image and calculate the profit or loss total for the year 2011.



- a. Profit \$5,000
- b. Loss \$5,000
- c. Profit \$10,000
- d. Loss \$10,000

Correct Answer: C

Q2. Type: Skill; PC Tested: Multiple PCs from diff NOSs; Level: Easy

Statement: The given table contains a student list of Class 8. Who has scored the highest in section B and section D respectively?

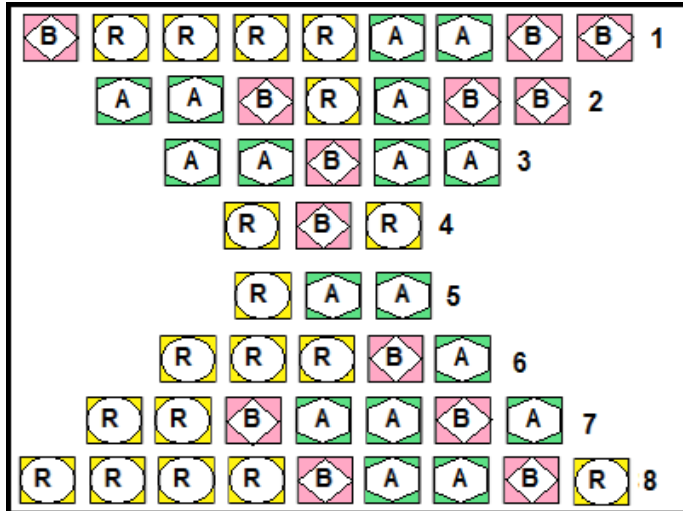
Roll number	Name	Section	Percentage
31	Utkarsh	A	65
32	Vivek	B	72
35	Nav	C	88
37	Ashish	B	85
38	Sahitya	D	63
40	Abhay	A	95
45	Mohit	B	91
47	Neha	A	76
48	Rahul	C	83
51	Saumya	D	74
55	Mona	C	92
61	Rushal	C	95
64	Khyati	D	68
69	Aditi	A	85
71	Akriti	B	87

- A. Rushal and Mohit
- B. Mohit and Khyati
- C. Vivek and Sahitya
- D. Mohit and Saumya

Correct Answer: D

*Q3. Type: Skill; PC Tested: Multiple PCs from diff NOSs; Level: Difficult*

Statement: Layout of a movie theatre is shown below.



The seat availability status codes are shown below.



A customer wants to book two tickets such that the seats are adjacent. How many such spots are available for booking?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: C

**SECTION: Personal Inventory**

Q1. Type: Skill; PC Tested: SSC/N9005\_PC1, SSC/N9005\_PC5, SSC/N9005\_PC6; Level: NA

Statement: Choose an option for the following statements according to your view. Give your honest view. There is no right or wrong answer. Provide your first reaction. Do not spend too much time on any question.

**I get a lot of invitations from friends.**

Sample Questions

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- A. Very inaccurate
- B. Somewhat inaccurate
- C. Neither inaccurate nor accurate
- D. Somewhat accurate
- E. Very accurate

*Q2. Type: Skill; PC Tested: SSC/N9005\_PC1, SSC/N9005\_PC5, SSC/N9005\_PC6; Level: NA*

Statement: Choose an option for the following statements according to your view. Give your honest view. There is no right or wrong answer. Provide your first reaction. Do not spend too much time on any question.

**In group projects, I prefer to deliver the presentations.**

- A. Very inaccurate
- B. Somewhat inaccurate
- C. Neither inaccurate nor accurate
- D. Somewhat accurate
- E. Very accurate

*Q3. Type: Skill; PC Tested: SSC/N9005\_PC1, SSC/N9005\_PC5, SSC/N9005\_PC6; Level: NA*

Statement: Choose an option for the following statements according to your view. Give your honest view. There is no right or wrong answer. Provide your first reaction. Do not spend too much time on any question.

**I go out for dinner with friends at least once every week.**

- A. Very inaccurate
- B. Somewhat inaccurate
- C. Neither inaccurate nor accurate
- D. Somewhat accurate
- E. Very accurate

*Q4. Type: Skill; PC Tested: SSC/N9005\_PC1, SSC/N9005\_PC5, SSC/N9005\_PC6; Level: NA*

Statement: Choose an option for the following statements according to your view. Give your honest view. There is no right or wrong answer. Provide your first reaction. Do not spend too much time on any question.

**It makes me nervous when too many people look at me.**

- A. Very inaccurate
- B. Somewhat inaccurate
- C. Neither inaccurate nor accurate
- D. Somewhat accurate
- E. Very accurate

*Q5. Type: Skill; PC Tested: SSC/N9005\_PC1, SSC/N9005\_PC5, SSC/N9005\_PC6; Level: NA*

Statement: Choose an option for the following statements according to your view. Give your honest view. There is no right or wrong answer. Provide your first reaction. Do not spend too much time on any question.

**I like to decorate my room.**

- A. Very inaccurate
- B. Somewhat inaccurate
- C. Neither inaccurate nor accurate
- D. Somewhat accurate
- E. Very accurate

## SECTION: English

*Q1. Type: Theory; PC Tested: Multiple PCs from diff NOSs; Level: Easy*

Statement: Fill in the blank.

**How \_\_\_\_\_ I help you?**

- A. need
- B. must have
- C. can have
- D. may

Correct Answer: D

*Q2. Type: Theory; PC Tested: Multiple PCs from diff NOSs; Level: Moderate*

Sample Questions

SSC/Q2301/Associate - Transactional F&A

Statement: What is the opposite of the given word?

Benefit (OPPOSITE)

- A. Disadvantage
- B. Difficulty
- C. Difference
- D. Division

Correct Answer: A

*Q3. Type: Theory; PC Tested: Multiple PCs from diff NOSs; Level: Moderate*

Statement: What is the meaning of the given word?

Verify

- A. Refuse
- B. Confirm
- C. Give
- D. Ensure

Correct Answer: B

*Q4. Type: Theory; PC Tested: Multiple PCs from diff NOSs; Level: Difficult*

Statement: Read the given passage and answer the question given below.

Online chat has traditionally been used to make friends or stay in contact with them, but it quickly emerged as an effective tool for business communication. It enables you to chat with clients, colleagues and your boss. It is fast, cost-effective and best of all, it functions in real time.

You should establish a dedicated account, distinct from your personal chat account, for business chat. This will ensure that you don't have any clients harassing you at home and it will also prevent any embarrassing mix-ups at the office. When choosing a nickname or user name, avoid youthful ones, such as "Cool dude 24" or "pink lady 16." In order to maintain your professional dignity, keep it business-like and simple.

What is the main theme of the passage?

- A. Making friends through chat sessions
- B. Making money through chat sessions
- C. Supporting customers through chat sessions
- D. Selling products through chat sessions

Correct Answer: C

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