

Course  
&  
Test Series

Self-Made Assignment - Employability Skills

Customer Service

Simple Questions:-

1. What is a startup?
  - a) A business that never grows
  - b) A new business with the aim to grow quickly
  - c) A government office
  - d) A type of school
2. Which of the following is a small business?
  - a) A company with 10 employees selling handmade soaps
  - b) A tech company with 10,000 workers
  - c) A global car brand
  - d) An international hotel chain
3. Why do startups often need investors?
  - a) To get money for fast growth
  - b) To avoid working hard
  - c) To sell their products at high prices
  - d) To hire family members
4. What does a medium enterprise usually do?
  - a) Closes small businesses
  - b) Competes with only large companies
  - c) Grows slowly without any goal
  - d) Connects small and big businesses
5. What is a major risk for startups?
  - a) Too many customers
  - b) No competitors
  - c) Running out of money
  - d) Having too much profit
6. Which of these is a common source of startup funding?
  - a) Lottery
  - b) Angel investors
  - c) School loans
  - d) Free government houses
7. What does promoting a product do?
  - a) Hides the product from customers
  - b) Tells people about the product
  - c) Lowers the quality

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d) Replaces customer service

8. What is a legal issue in business?

- a) Buying office furniture
- b) Hiring a marketing team
- c) Copying another brand's logo
- d) Designing a website

9. Why should a business make a budget?

- a) To avoid paying taxes
- b) To grow without planning
- c) To track income and spending
- d) To confuse employees

10. Which business is helping the environment?

- a) A factory that dumps waste in rivers
- b) A shop using plastic bags
- c) A startup making packaging from plants
- d) A company burning fuel all day

Hard Questions:-

1. Why do most startups fail in the first few years?

- a) They have too many customers
- b) They grow slowly on purpose
- c) They don't manage money, market, or team well
- d) They get too much funding

2. What makes a startup different from a normal new business?

- a) Startups always sell food
- b) Startups want to grow fast and solve big problems
- c) Startups have no office
- d) Startups don't need any team

3. Why is it risky to take a big loan without a clear business plan?

- a) It shows you are brave
- b) You will become rich quickly
- c) It may lead to debt and business failure
- d) Banks will give you more money later

4. How can a medium enterprise support the economy?

- a) By hiding income from the government

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- b) By hiring only robots
- c) By creating jobs and helping small suppliers
- d) By copying big company ideas

5. Which situation is a legal risk for a startup?

- a) Not hiring enough people
- b) Not having a business license
- c) Having too much stock
- d) Opening more shops

6. Why is innovation important for startups?

- a) It confuses customers
- b) It helps them create new or better solutions
- c) It makes work harder
- d) It stops competition

7. How can a startup balance profit and social responsibility?

- a) By ignoring profits
- b) By only working for the environment
- c) By earning money while also helping people or the planet
- d) By avoiding customers