

**Sample Test Paper for the Post of Customer Service Representative (CSR)  
– Marketing and Operations (Clerical Grade) (EXAM CODE 124)**

Please study and prepare for the subjects applicable to the test you are appearing. find out the subjects from the "Instructions to Candidate."

**(Q.No. 001 to 040) Numerical and Mathematical Ability**

001.  $1/0.04$  is equal to

- a.  $1/40$                       b.  $2/5$                       c.  $5/2$                       d. 25

002. The sum of 15% of a particular number and 10% of the same number is 70. What is the twice of that number?

- a. 560                      b. 280                      c. 440                      d. 140

003. In the following number series only one number is wrong. Find out the wrong number.

6, 9, 15, 21, 24, 28, 30

- a. 21                      b. 24                      c. 28                      d. 9

004. The average monthly income of A and B is Rs. 14000, that of B and C is Rs. 15600 and A and C is Rs. 14400. The monthly income of C is:

- a. Rs. 16000      b. Rs. 15000      c. Rs. 14000      d. Rs. 15500

005. The ratio of two numbers is 3:8 and their difference is 115. The smaller of the two numbers is:

- a. 184                      b. 194                      c. 69                      d. 59

**(Q. No. 041 to 060) English Language and Grammar**

(041 – 043) In each of the following questions, find the correctly spelt word.

041. a. Reccommandation                      b. Recammandation  
c. Reccomandation                      d. Recommendation

042. a. Surveilance                      b. Surveillence  
c. Survellance                      d. Survaillence

043. a. Gaurantee                      b. Garuntee  
c. Guarantee                      d. Guaruntee

Directions (Q. No. 044 to 045) Out of four alternatives, pick out the most effective word to fill in the blank to make the sentence meaningfully complete.

044. Shraddha is a singer. She sings \_\_\_\_\_.

- a. beautiful      b. beautifully      c. beauty      d. beautifulness

045. After \_\_\_\_\_ breakfast, Sylvie arrived and took Emily and Jonathan out to see \_\_\_\_\_ mares?

- a. No article required, the      b. a, a  
c. the, an      d. a, none of these

**(Q. No. 061 to 080) Computer and Co-operation Awareness**

061. MS Word is an example of \_\_\_\_\_

एमएस वर्ड हे \_\_\_\_\_ चे उदाहरण आहे.

- a. an operating system      b. a processing device  
c. application software      d. an input device

062. Which of these is pointing and draw device?

खालीलपैकी पॉइंटिंग आणि ड्रॉ डिव्हाइस कोणती आहे?

- a. Mouse      b. Scanner  
c. Printer      d. Keyboard

063. By default your documents print in \_\_\_\_\_ mode.

तुमचे दस्तऐवज बाय डिफॉल्ट \_\_\_\_\_ मोडमध्ये छापले जातात.

- a. Landscape      b. Portrait  
c. Page Setup      d. Print View

064. Which of the following is not one of the features of Co-operative societies?

खालीलपैकी कोणते सहकारी संस्थांचे वैशिष्ट्य नाही?

- a. Voluntary membership      b. Legal Status  
c. Limited liability      d. Profit Orientation

065. Who has limited liability in the Co-operative society?

सहकारी संस्थेमध्ये कोणाची मर्यादित दायित्व आहे?

- a. Mananging Committee      b.Registrar  
c. Members      d. Secretary

**(Q. No. 081 to 100) Reasoning Talent**

081. ZA2, YB4, XC8, WD16, ?

- a. EV32                      b. VE32  
c. TU32                      d. UT32

082. Tanya is older than Eric. Cliff is older than Tanya. Eric is older than Cliff. If the first two statements are true, then third statement is ?

तानिया एरिकपेक्षा वयाने मोठी आहे. क्लिफ तानियापेक्षा मोठा आहे. एरिक क्लिफपेक्षा वयाने मोठा आहे. जर पहिली दोन विधाने सत्य असतील तर तिसरे विधान काय असेल?

- a. TRUE                      b. UNCERTAIN  
c. FALSE                     d. CANNOT DETERMINE

083. Arrange the words in accurate sequence.

शब्दांची अचूक क्रमाने मांडणी करा.

1.Word, 2.Paragraph, 3.Sentence, 4.Letters, 5.Phrase

- a. 4,1,5,2,3                      b. 4,1,3,5,2  
c. 4,2,5,1,3                      d. 4,1,5,3,2

084. A, P, R, X, S and Z are sitting in a row. S and Z are in the centre. A and P are at the ends. R is sitting to the left of A. Who is to the right of P?

A, P, R, X, S आणि Z एका ओळीत बसलेले आहेत. S आणि Z मध्यभागी आहेत. A आणि P शेवटच्या दोन्ही टोकाला आहेत. R हा A च्या डावीकडे बसला आहे. तर P च्या उजवीकडे कोण आहे?

- a. A                              b. Z                              c. S                              d. X

085. Ramesh ranks 13th in the class of 33 students. There are 5 students below Suresh rankwise. How many students are there between Ramesh and Suresh?

33 विद्यार्थ्यांच्या वर्गात रमेश 13 व्या क्रमांकावर आहे. गुणवत्तेच्या क्रमवारीत सुरेशच्या खाली 5 विद्यार्थी आहेत. तर रमेश आणि सुरेश यांच्यात किती विद्यार्थी आहेत?

- a. 12                              b. 14                              c. 15                              d. 16

**(Q. No. 101 to 120) Banking & General Knowledge**

101. Which Prime Minister was also the RBI governer?

खालीलपैकी कोणते पंतप्रधान RBI चे गव्हर्नर होते?

- a. Charan Singh                      b. H. D. Deve Gowda  
c. P. V. Narasimha Rao              d. Manmohan Singh

102. Which is the first bank established in India?

भारतात स्थापन झालेली पहिली बँक कोणती आहे?

- a. Bank of Calcutta                      b. Bank of Hindustan  
c. General Bank of India                d. State Bank of India

103. What is the number of Rajya Sabha Seats from Maharashtra?

महाराष्ट्र राज्यात राज्यसभेच्या एकूण किती जागा आहेत?

- a. 17                      b. 18                      c. 19                      d. 20

104. The river Koyna joins the river Krishna at \_\_\_\_\_.

कोयना नदी कृष्णा नदीला \_\_\_\_\_ येथे मिळते.

- a. Satara                      b. Karad  
c. Kolhapur                      d. Mahabaleshwar

105. What is the largest district in Maharashtra in terms of area?

क्षेत्रफळाच्या दृष्टीने महाराष्ट्रातील सर्वात मोठा जिल्हा कोणता आहे?

- a. Pune                      b. Ahmednagar  
c. Nagpur                      d. Aurangabad

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