

SkillsUSA Communication Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which term means nonstandard vocabulary understood by a small group of people?**
 - A. Technical Language**
 - B. Jargon**
 - C. Lingo**
 - D. Slang**

- 2. Which three actions are recommended when answering the phone?**
 - A. Identify Department, Identify Yourself, State Your Title**
 - B. Greet Warmly**
 - C. Provide Feedback After the Call**
 - D. Hang Up Immediately**

- 3. Which ring should you answer by at a business?**
 - A. First ring**
 - B. Second ring**
 - C. Third ring**
 - D. Fourth ring**

- 4. Which term is a medium of blind communications?**
 - A. Gestures**
 - B. Sign Language**
 - C. Culture**
 - D. Braille**

- 5. What method does a hospital use to control inventory and patient charges for supplies?**
 - A. Central processing unit**
 - B. Bar coding**
 - C. Graphic sheet**
 - D. Use of passwords**

- 6. Which chart document offers a visual view of a patient's vital signs over a number of days?**
- A. Use of passwords**
 - B. Bar coding**
 - C. Central processing unit**
 - D. Graphic sheet**
- 7. Which term best describes the impression you leave on others?**
- A. Professionalism**
 - B. Jargon**
 - C. Image**
 - D. Tact**
- 8. Which term describes behavior that disrupts teamwork and creates a hostile environment?**
- A. Harassment**
 - B. Team**
 - C. Honor**
 - D. Leader**
- 9. Which term describes a card file with a summary of information found in the client's chart?**
- A. Observation**
 - B. Assessment**
 - C. Kardex**
 - D. Goals**
- 10. Which career focuses on diagnosing and treating speech disorders and helps restore communication skills?**
- A. Physical therapist**
 - B. Speech therapist**
 - C. Nurse**
 - D. Dietitian**

Answers

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1. D
2. A
3. B
4. D
5. B
6. D
7. C
8. A
9. C
10. B

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Explanations

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1. Which term means nonstandard vocabulary understood by a small group of people?

- A. Technical Language**
- B. Jargon**
- C. Lingo**
- D. Slang**

Specialized vocabulary used by a particular group that outsiders don't usually understand is jargon. It functions as a shorthand for quick, precise communication within that group, often built from the field's own terms and concepts. For example, in healthcare, terms like "stat," "BP," or "ECG" are quickly understood by medical professionals but may be unfamiliar to others. Slang refers to informal, often playful words used broadly in everyday life and isn't confined to a specific professional group. Lingo describes the distinctive language of a group in a broad sense and can include jargon and slang, but it isn't as precise about the insider, nonstandard vocabulary used by a small group. Technical language is specialized vocabulary within a field and can be formal rather than nonstandard, so it doesn't capture the idea of a small-group insider vocabulary as neatly as jargon does.

2. Which three actions are recommended when answering the phone?

- A. Identify Department, Identify Yourself, State Your Title**
- B. Greet Warmly**
- C. Provide Feedback After the Call**
- D. Hang Up Immediately**

Clear identification sets the stage for a productive phone exchange. The recommended trio is to identify your department, identify yourself, and state your title. This combination gives the caller immediate context about who you are, what part of the organization you belong to, and what level of authority you have to assist. It helps the caller decide how to proceed, ensures the right person or team handles the inquiry, and reduces back-and-forth to verify who they're speaking with. Greeting someone warmly is a good habit for rapport, but it doesn't replace the essential clarity of naming your department, your name, and your role. The other actions—providing feedback after the call or hanging up immediately—don't fit the moment of answering a call and can hinder effective communication.

3. Which ring should you answer by at a business?

- A. First ring
- B. Second ring**
- C. Third ring
- D. Fourth ring

In professional communication, prompt and courteous responses set the tone for how you're perceived. You should answer by the second ring because it signals availability and attentiveness without being overly abrupt. Picking up on the first ring can feel too insistent, while waiting until the third or fourth ring risks seeming slow or inattentive, which can frustrate the caller and reflect poorly on you or the organization. If you're momentarily occupied with another task, it's okay to let a colleague handle the call or take a message, but otherwise aim to answer by the second ring to maintain a professional image and good service.

4. Which term is a medium of blind communications?

- A. Gestures
- B. Sign Language
- C. Culture
- D. Braille**

Braille is a tactile writing system that enables reading and writing through touch. Raised dots arranged in cells encode letters, numbers, and punctuation, so someone who is blind or visually impaired can read without relying on sight. This makes Braille the primary way blind individuals access written information, from books to labels and instructions, fostering independence and literacy. Gestures require seeing the mover, and sign language is also a visual form of communication that relies on sighted observers or interpreters. Culture isn't a specific method for communicating information. So Braille stands out as the medium designed for blind communication.

5. What method does a hospital use to control inventory and patient charges for supplies?

- A. Central processing unit
- B. Bar coding**
- C. Graphic sheet
- D. Use of passwords

Bar coding is the method used. By placing barcodes on supplies and on patient identifiers, staff scan items at the point of use and at receipt. Each scan updates real-time records that tie the exact quantity used to the patient's bill and to current inventory levels. This automates charge capture and stock management, reduces manual data entry and errors, and helps ensure accurate billing. The other options don't fit this purpose: a central processing unit is a computer component rather than a system for tracking inventory and charges; a graphic sheet isn't a recognized method for managing supplies or linking them to patient accounts; and passwords relate to security access, not inventory control or patient billing.

6. Which chart document offers a visual view of a patient's vital signs over a number of days?

- A. Use of passwords**
- B. Bar coding**
- C. Central processing unit**
- D. Graphic sheet**

Visualizing trends in a patient's vital signs over days is best shown with a graphic sheet. This document displays readings for vitals like temperature, pulse, respiration, and blood pressure as a series of lines or marks across dates, so you can quickly see how the patient's condition is changing over time. It helps clinicians spot rising or falling trends, such as fever development or blood pressure dropping, and compare today's readings with earlier days to assess improvement or deterioration. The other options don't fit because they relate to security, identification, or computer hardware, none of which provide a graphical view of vitals over time.

7. Which term best describes the impression you leave on others?

- A. Professionalism**
- B. Jargon**
- C. Image**
- D. Tact**

Your image is the overall impression others form about you based on how you present yourself, communicate, and behave in different situations. This item asks for the term that captures that impression, which is image. Professionalism refers to the standard of conduct you maintain in work settings and influences how others see you, but it's not the impression itself. Jargon means specialized language you might use, which can affect clarity but isn't the broad impression. Tact is the skill of handling conversations thoughtfully; it can shape how people perceive you, but again it's a behavior, not the impression as a concept. So, the best term for the impression you leave on others is image. For example, being punctual, neat in appearance, and respectful in your interactions builds a positive image.

8. Which term describes behavior that disrupts teamwork and creates a hostile environment?

- A. Harassment**
- B. Team**
- C. Honor**
- D. Leader**

Harassment describes behavior that disrupts teamwork and creates a hostile environment. Unwanted, demeaning, or intimidating actions undermine trust, safety, and open communication, which are essential for effective collaboration. When this kind of conduct occurs, morale drops, tension rises, and people may withdraw, making it hard for the group to work together toward shared goals. The other terms point to positive or neutral concepts: a team is the group trying to accomplish tasks, honor reflects integrity and respect, and a leader is someone who guides the group—none of these describe the disruptive behavior itself. So, harassment best captures the type of behavior that harms teamwork and creates hostility.

9. Which term describes a card file with a summary of information found in the client's chart?

- A. Observation**
- B. Assessment**
- C. Kardex**
- D. Goals**

In healthcare documentation, a Kardex is a compact, portable card file that summarizes key information from the client's chart. It serves as a quick reference for nurses and other clinicians, listing essentials like the patient's diagnoses, current medications, allergies, important lab results, and the care plan. This tool helps staff move efficiently through rounds and handoffs, ensuring everyone has fast access to critical details without flipping through the full chart. Observations are the ongoing notes about what is seen or measured in the patient's condition. Assessments are the professional judgments made after reviewing data to determine health status and needs. Goals are the desired outcomes or targets for the patient's care. While these concepts are part of care, they are not the compact card file that consolidates chart information, making Kardex the best fit for this description.

10. Which career focuses on diagnosing and treating speech disorders and helps restore communication skills?

- A. Physical therapist**
- B. Speech therapist**
- C. Nurse**
- D. Dietitian**

Diagnosing and treating speech disorders and helping people regain communication skills is the work of a speech-language pathologist. This professional assesses areas like articulation, language, voice, fluency, and swallowing, then creates and carries out therapy plans to improve how someone communicates. They use targeted exercises, strategies, and sometimes assistive communication devices to help people of all ages, from children with developmental speech delays to adults recovering language after a stroke. This role involves specialized training and licensure. The other listed professions focus on different areas: physical therapy centers on movement and physical function, nursing provides general medical care, and dieting focuses on nutrition.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://skillsusacommunication.examzify.com>

We wish you the very best on your exam journey. You've got this!

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