

# IBPS Clerk Prelims Practice Paper 7

Customer Service Associate (CSA) - Full Syllabus Practice Material

| Section           | Questions  | Marks      | Time          |
|-------------------|------------|------------|---------------|
| English Language  | 30         | 30         | 20 min        |
| Numerical Ability | 35         | 35         | 20 min        |
| Reasoning Ability | 35         | 35         | 20 min        |
| <b>Total</b>      | <b>100</b> | <b>100</b> | <b>60 min</b> |

## Instructions

- This paper follows the latest available IBPS Clerk/CSA section counts and time limits.
- Each objective question has four options. Select the most appropriate answer.
- A penalty of one-fourth of the marks assigned to a question may apply for a wrong answer in the actual examination.
- For realistic practice, follow the separate sectional time limits shown above.
- This is independently prepared educational material, not an official IBPS paper.

## Section I - English Language (30 Questions)

1. Choose the correct replacement: She is capable to handle difficult customers.  
(A) capable at handle  
(B) capable for handling  
(C) capable of handling  
(D) capable to handle
2. Choose the correct replacement: She has been working in this branch since five years.  
(A) since five years  
(B) from five years  
(C) for five years  
(D) by five years
3. Choose the correct replacement: The furniture in the office are quite old.  
(A) are quite old  
(B) have become old  
(C) were quite old  
(D) is quite old
4. Choose the correct replacement: No sooner did the bell ring when the candidates entered.  
(A) then the candidates  
(B) and the candidates  
(C) when the candidates  
(D) than the candidates
5. Choose the correct replacement: He has returned back from the training centre.  
(A) has returned back  
(B) has returned  
(C) has been returned back  
(D) has came back
6. Choose the correct replacement: Each of the applicants have submitted the form.  
(A) submit  
(B) has submitted  
(C) were submitting  
(D) have submitted
7. Choose the correct replacement: This officer is senior than me in service.  
(A) senior from me  
(B) senior than me  
(C) more senior than me  
(D) senior to me
8. Choose the correct replacement: He insisted to pay the bill immediately.  
(A) insisted at paying  
(B) insisted on paying  
(C) insisted for paying  
(D) insisted to pay
9. Choose the correct replacement: If I was you, I would revise the rules again.  
(A) If I be you  
(B) If I am you  
(C) If I were you  
(D) If I was you
10. Choose the correct replacement for the underlined part: Neither of the two assistants were present at the counter.  
(A) are present  
(B) have been present  
(C) was present  
(D) were present
11. Customers should never \_\_\_\_\_ their ATM PIN with anyone.  
(A) disclose to  
(B) share  
(C) divide  
(D) scatter
12. The cashier counted the currency notes \_\_\_\_\_.

- (A) care
  - (B) careful
  - (C) carefully
  - (D) caring
- 13.** The branch manager asked the staff to \_\_\_\_\_ the complaint before closing time.
- (A) dissolve
  - (B) reserve
  - (C) evolve
  - (D) resolve
- 14.** The policy aims to make banking services more \_\_\_\_\_.
- (A) accessible
  - (B) access
  - (C) accessed
  - (D) accessing
- 15.** The application was rejected because the documents were \_\_\_\_\_.
- (A) incomplete
  - (B) completed
  - (C) complete
  - (D) completion
- 16.** Choose the word nearest in meaning to 'mitigate'.
- (A) ignore
  - (B) measure
  - (C) increase
  - (D) reduce
- 17.** Choose the word nearest in meaning to 'prudent'.
- (A) noisy
  - (B) uncertain
  - (C) careful
  - (D) reckless
- 18.** Choose the word opposite in meaning to 'transparent'.
- (A) clear
  - (B) secretive
  - (C) visible
  - (D) open
- 19.** Choose the word nearest in meaning to 'prompt'.
- (A) late
  - (B) uncertain
  - (C) slow
  - (D) quick
- 20.** Choose the word opposite in meaning to 'scarce'.
- (A) insufficient
  - (B) rare
  - (C) abundant
  - (D) limited
- 21.** Arrange the sentences: A. The team collected customer feedback. B. A new queue system was introduced. C. Waiting time was reduced. D. The branch studied service delays.
- (A) ABCD
  - (B) DBAC
  - (C) DABC
  - (D) ADBC
- 22.** Arrange the sentences: A. She completed the online form. B. She uploaded her documents. C. Riya decided to open a savings account. D. She received confirmation.
- (A) CBAD
  - (B) CABD
  - (C) ACBD
  - (D) ABCD
- 23.** Arrange the sentences to form a coherent paragraph: A. The customer received an alert. B. He immediately blocked the card. C. An unknown transaction appeared on his account. D. He then informed the bank.

- (A) CABD
- (B) ACBD
- (C) CBAD
- (D) ABCD

24. Arrange the sentences: A. The candidate analysed mock-test errors. B. Her accuracy improved steadily. C. She revised weak topics. D. She attempted another test.

- (A) ADCB
- (B) ACDB
- (C) ABCD
- (D) CADB

25. Arrange the sentences: A. The bank reviewed the proposal. B. The small business submitted a loan application. C. The documents were verified. D. The loan was sanctioned.

- (A) BCAD
- (B) BACD
- (C) ABDC
- (D) CBAD

**PASSAGE: Financial inclusion means ensuring that useful and affordable financial services are available to all sections of society. Basic bank accounts, small loans, insurance and digital payment facilities can help families manage money more safely. Access alone is not enough; people must also understand how to use these services. Financial literacy programmes therefore explain interest, savings, fraud prevention and responsible borrowing. When access and awareness grow together, individuals are better able to plan for emergencies and long-term goals.**

26. What does financial inclusion aim to provide?

- (A) Affordable financial services to all sections
- (B) Luxury products only
- (C) Free cash to every family
- (D) Bank jobs to all citizens

27. Which service is mentioned in the passage?

- (A) Property registration
- (B) Railway booking
- (C) School admission
- (D) Insurance

28. Why are financial literacy programmes important?

- (A) They replace all banking rules
- (B) They explain how to use financial services responsibly
- (C) They remove the need for savings
- (D) They guarantee high returns

29. The word 'responsible' is closest in meaning to:

- (A) temporary
- (B) careful and accountable
- (C) unlimited
- (D) careless

30. According to the passage, access should grow together with:

- (A) awareness
- (B) advertising
- (C) borrowing
- (D) competition

## Section II - Numerical Ability (35 Questions)

31. What is  $16 \times 3 + 19$ ?

- (A) 79
- (B) 73
- (C) 67
- (D) 61

32. What is  $297 \div 11 + 15$ ?

- (A) 50
- (B) 38

- (C) 46  
(D) 42
- 33.** What is  $(55 + 28) \times 6$ ?  
(A) 547  
(B) 596  
(C) 498  
(D) 449
- 34.** What is  $\sqrt{625} + 8$ ?  
(A) 36  
(B) 39  
(C) 33  
(D) 30
- 35.** What is 20% of 240?  
(A) 52  
(B) 44  
(C) 56  
(D) 48
- 36.** What is  $31 \times 4 + 18$ ?  
(A) 170  
(B) 142  
(C) 128  
(D) 156
- 37.** What is  $162 \div 9 + 2$ ?  
(A) 18  
(B) 24  
(C) 22  
(D) 20
- 38.** What is  $(31 + 29) \times 2$ ?  
(A) 108  
(B) 132  
(C) 120  
(D) 144
- 39.** What is  $\sqrt{400} + 4$ ?  
(A) 24  
(B) 28  
(C) 26  
(D) 22
- 40.** What is 50% of 120?  
(A) 54  
(B) 60  
(C) 72  
(D) 66
- 41.** Find the next number: 10, 13, 16, 19, 22, ?  
(A) 29  
(B) 23  
(C) 25  
(D) 27
- 42.** Find the next number: 5, 10, 20, 40, 80, ?  
(A) 144  
(B) 176  
(C) 160  
(D) 192
- 43.** Find the next number: 25, 36, 49, 64, 81, ?  
(A) 110  
(B) 120  
(C) 100  
(D) 90

44. Find the next number: 3, 7, 12, 18, 25, ?  
(A) 36  
(B) 30  
(C) 33  
(D) 39
45. Find the next number: 44, 40, 36, 32, 28, ?  
(A) 28  
(B) 26  
(C) 22  
(D) 24
46. A branch processed 200 applications. If 25% were approved on the first day, how many were approved?  
(A) 60  
(B) 50  
(C) 55  
(D) 45
47. An item costing Rs 400 is sold at a profit of 10%. What is the selling price?  
(A) 440  
(B) 484  
(C) 396  
(D) 528
48. Find the simple interest on Rs 1500 at 6% per annum for 3 years.  
(A) 270  
(B) 297  
(C) 243  
(D) 324
49. The numbers are 56, 58, 60, 62 and 64. What is their average?  
(A) 54  
(B) 66  
(C) 72  
(D) 60
50. A sum of Rs 90 is divided in the ratio 3:3. What is the first share?  
(A) 49  
(B) 41  
(C) 53  
(D) 45
51. 4 workers complete a task in 12 days. At the same rate, how many days will 8 workers take?  
(A) 5  
(B) 7  
(C) 8  
(D) 6
52. A vehicle travels at 50 km/h for 2 hours. What distance does it cover?  
(A) 90  
(B) 100  
(C) 120  
(D) 110
53. Ravi is 29 years old. What will his age be after 5 years?  
(A) 40  
(B) 34  
(C) 37  
(D) 31
54. A mixture contains 30% water. How many litres of water are present in 30 litres of mixture?  
(A) 9  
(B) 8  
(C) 10  
(D) 11
55. Find the area of a rectangle of length 12 m and breadth 5 m.  
(A) 72

- (B) 66  
(C) 60  
(D) 54
56. A branch processed 300 applications. If 30% were approved on the first day, how many were approved?  
(A) 90  
(B) 108  
(C) 81  
(D) 99
57. An item costing Rs 400 is sold at a profit of 20%. What is the selling price?  
(A) 528  
(B) 480  
(C) 432  
(D) 576
58. Find the simple interest on Rs 2500 at 5% per annum for 4 years.  
(A) 550  
(B) 500  
(C) 600  
(D) 450
59. The numbers are 45, 47, 49, 51 and 53. What is their average?  
(A) 57  
(B) 53  
(C) 49  
(D) 45
60. A sum of Rs 220 is divided in the ratio 6:5. What is the first share?  
(A) 108  
(B) 144  
(C) 132  
(D) 120

**DATA TABLE - Number of accounts opened: Esha: 320; Asha: 140; Gita: 260; Deepa: 220; Bharat: 140.**

61. How many accounts were opened by Esha and Asha together?  
(A) 460  
(B) 500  
(C) 480  
(D) 440
62. What is the difference between the highest and lowest values?  
(A) 200  
(B) 180  
(C) 220  
(D) 160
63. What is the average number of accounts opened?  
(A) 206  
(B) 236  
(C) 216  
(D) 226
64. Approximately what percentage of the total accounts were opened by Esha?  
(A) 40%  
(B) 35%  
(C) 25%  
(D) 30%
65. What is the simplified ratio of Asha's value to Gita's value?  
(A) 140:260  
(B) 7:13  
(C) 13:7  
(D) 8:13

### Section III - Reasoning Ability (35 Questions)

- 66.** Given  $C < F < E < A$ , what is the relation between C and A?  
 (A) less than  
 (B) cannot be determined  
 (C) equal to  
 (D) greater than
- 67.** Given  $B < A < F < G$ , what is the relation between B and G?  
 (A) greater than  
 (B) equal to  
 (C) cannot be determined  
 (D) less than
- 68.** Given  $G < C < D < A$ , what is the relation between G and A?  
 (A) less than  
 (B) cannot be determined  
 (C) greater than  
 (D) equal to
- 69.** Given  $D > F > E > H$ , what is the relation between D and H?  
 (A) equal to  
 (B) greater than  
 (C) less than  
 (D) cannot be determined
- 70.** Given  $C < A < E < G$ , what is the relation between C and G?  
 (A) greater than  
 (B) less than  
 (C) equal to  
 (D) cannot be determined
- 71.** Statements: All pens are tools. Some tools are blue. Conclusions: I. Some pens are blue. II. All pens are tools.  
 (A) Only II follows  
 (B) Neither follows  
 (C) Both follow  
 (D) Only I follows
- 72.** Statements: Some banks are offices. All offices are buildings. Conclusions: I. Some banks are buildings. II. All buildings are offices.  
 (A) Both follow  
 (B) Only II follows  
 (C) Only I follows  
 (D) Neither follows
- 73.** Statements: No card is cash. Some cash is currency. Conclusions: I. Some currency is cash. II. No card is currency.  
 (A) Only II follows  
 (B) Both follow  
 (C) Only I follows  
 (D) Neither follows
- 74.** Statements: All clerks are employees. All employees are trained. Conclusions: I. All clerks are trained. II. Some trained people are clerks.  
 (A) Neither follows  
 (B) Only II follows  
 (C) Only I follows  
 (D) Both follow
- 75.** Statements: Some loans are secured. Some secured items are costly. Conclusions: I. Some loans are costly. II. Some costly items are secured.  
 (A) Both follow  
 (B) Only I follows  
 (C) Neither follows  
 (D) Only II follows
- 76.** In a code, CLERK is written as FOHUN. How will BRANCH be written using the same rule?  
 (A) FVERGL  
 (B) GWFSHM  
 (C) EUDQFK  
 (D) DTCPEJ

77. In a code, CLERK is written as ENGTM. How will FUND be written using the same rule?  
(A) IXQG  
(B) GVOE  
(C) JYRH  
(D) HWPF
78. In a code, LOAN is written as NQCP. How will FUND be written using the same rule?  
(A) JYRH  
(B) IXQG  
(C) GVOE  
(D) HWPF
79. In a code, SAFE is written as VDIH. How will FUND be written using the same rule?  
(A) HWPF  
(B) KZSI  
(C) JYRH  
(D) IXQG
80. In a code, MONEY is written as NPOFZ. How will FUND be written using the same rule?  
(A) HWPF  
(B) GVOE  
(C) 263  
(D) IXQG
81. A person walks 5 km north and then 8 km east. What is the straight-line distance from the starting point?  
(A) 9.9  
(B) 10.4  
(C) 9.4  
(D) 8.9
82. In a row of 48 candidates, Neha is 10th from the left. What is her rank from the right?  
(A) 40  
(B) 38  
(C) 39  
(D) 41
83. Pointing to a boy, Meera said, 'He is the son of my mother's only daughter.' How is the boy related to Meera?  
(A) Brother  
(B) Nephew  
(C) Son  
(D) Cousin
84. Which letter is 4th from the left in the word CUSTOMER?  
(A) S  
(B) O  
(C) T  
(D) C
85. Choose the odd one out.  
(A) Cylinder  
(B) Triangle  
(C) Circle  
(D) Sphere

**PUZZLE: Five people sit in a row facing north. Bina sits at the extreme left. Esha sits immediately right of Bina. Divya sits at the extreme right. Chetan sits between Esha and Aman.**

86. Who sits in the middle?  
(A) Bina  
(B) Chetan  
(C) Esha  
(D) Divya
87. Who sits immediately left of Divya?  
(A) Chetan  
(B) Aman  
(C) Esha  
(D) Bina

88. How many people sit between Bina and Aman?

- (A) 3
- (B) 1
- (C) 4
- (D) 2

89. Who sits second from the right?

- (A) Divya
- (B) Aman
- (C) Chetan
- (D) Esha

90. Which pair sits at the two ends?

- (A) Esha and Divya
- (B) Bina and Divya
- (C) Bina and Aman
- (D) Chetan and Divya

**PUZZLE: Five people live on different floors of a five-storey building, floor 1 being the lowest. Nisha lives on floor 1. Karan lives on floor 5. Mohan lives immediately above Om. Lata lives immediately above Mohan.**

91. Who lives on floor 3?

- (A) Karan
- (B) Om
- (C) Mohan
- (D) Nisha

92. Who lives immediately below Lata?

- (A) Nisha
- (B) Om
- (C) Mohan
- (D) Karan

93. On which floor does Om live?

- (A) 2
- (B) 4
- (C) 3
- (D) 1

94. How many people live above Om?

- (A) 3
- (B) 4
- (C) 2
- (D) 1

95. Who lives on the top floor?

- (A) Nisha
- (B) Karan
- (C) Mohan
- (D) Lata

**PUZZLE: Five interviews are scheduled from Monday to Friday, one per day. Leena is scheduled on Monday. Bhavya is scheduled on Friday. Dev is scheduled immediately after Aditi. Ira is scheduled immediately after Dev.**

96. Who is scheduled on Wednesday?

- (A) Leena
- (B) Bhavya
- (C) Aditi
- (D) Dev

97. On which day is Ira scheduled?

- (A) Wednesday
- (B) Thursday
- (C) Tuesday
- (D) Friday

98. Who is scheduled immediately before Dev?

- (A) Aditi

- (B) Bhavya
- (C) Ira
- (D) Leena

**99.** Who is scheduled on Friday?

- (A) Dev
- (B) Ira
- (C) Leena
- (D) Bhavya

**100.** How many interviews are scheduled between Leena and Ira?

- (A) 2
- (B) 4
- (C) 3
- (D) 1

# Answer Key

|      |      |      |      |      |      |      |      |      |       |
|------|------|------|------|------|------|------|------|------|-------|
| 1-C  | 2-C  | 3-D  | 4-D  | 5-B  | 6-B  | 7-D  | 8-B  | 9-C  | 10-C  |
| 11-B | 12-C | 13-D | 14-A | 15-A | 16-D | 17-C | 18-B | 19-D | 20-C  |
| 21-C | 22-B | 23-A | 24-B | 25-A | 26-A | 27-D | 28-B | 29-B | 30-A  |
| 31-C | 32-D | 33-C | 34-C | 35-D | 36-B | 37-D | 38-C | 39-A | 40-B  |
| 41-C | 42-C | 43-C | 44-C | 45-D | 46-B | 47-A | 48-A | 49-D | 50-D  |
| 51-D | 52-B | 53-B | 54-A | 55-C | 56-A | 57-B | 58-B | 59-C | 60-D  |
| 61-A | 62-B | 63-C | 64-D | 65-B | 66-A | 67-D | 68-A | 69-B | 70-B  |
| 71-A | 72-C | 73-C | 74-C | 75-D | 76-C | 77-D | 78-D | 79-D | 80-B  |
| 81-C | 82-C | 83-C | 84-C | 85-B | 86-B | 87-B | 88-D | 89-B | 90-B  |
| 91-C | 92-C | 93-A | 94-A | 95-B | 96-D | 97-B | 98-A | 99-D | 100-A |

## Selected Solution Notes

1. 'Capable' is followed by 'of' plus a gerund.
2. Use 'for' with a period of time.
3. 'Furniture' is an uncountable singular noun.
4. The correct pair is 'no sooner...than'.
5. 'Return' already includes the meaning of 'back'.
6. 'Each' takes a singular verb.
7. 'Senior' is followed by 'to'.
8. 'Insist' is followed by 'on' plus a gerund.
9. Use 'were' in a hypothetical condition.
10. 'Neither' is singular here, so it takes 'was'.
31. Answer = 67.
32. Answer = 42.
33. Answer = 498.
34. Answer = 33.
35. Answer = 48.
36. Answer = 142.
37. Answer = 20.
38. Answer = 120.
39. Answer = 24.
40. Answer = 60.
41. Add 3. Answer = 25.
42. Multiply by 2. Answer = 160.
43. Consecutive squares. Answer = 100.
44. Add consecutive increasing numbers. Answer = 33.
45. Subtract 4. Answer = 24.
46. 25% of 200 = 50.
47.  $SP = 400 \times (100+10)/100 = 440$ .
48.  $SI = PRT/100 = 270$ .
49. Total divided by 5 = 60.
50. First share =  $90 \times 3/6 = 45$ .

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