

Duration: 80 Mins

Total Marks: 39

ID: ITISKILL0614DA

Student Name: _____ Roll No: _____

1. When presenting your business plan, what can you do to help audience understand and believe in your product/service?

- A) Share overall business costs
- B) Give demo of the product/ service
- C) Tell a joke
- D) Repeat yourself multiple times

2. What are some advantages of informal communication at the workplace?

- A) Creates a strict environment at work
- B) Makes people talk less
- C) Helps people work together better
- D) Makes things more official at work

3. Pooja is applying for a Motor Mechanics position in an automobile company. What should she include in her cover letter?

- A) Salary expectations
- B) Her hobbies - cooking, gardening
- C) Education details
- D) Reasons why she is suitable for the role

4. Christy is working at her desk. Which of the following behaviors is inappropriate in the workplace?

- A) Speak in a polite and clear manner
- B) Focus on tasks and avoid distractions from phone
- C) Maintain a clean workspace
- D) Tap repeatedly on the desk

5. Ravi is working on a project with two other teammates. Which of these make him a good team player?

- A) Getting angry when others don't listen
- B) Not listening to his teammates ideas and opinions
- C) Sharing ideas to help the team work faster
- D) Thinking he can never make a mistake

6. Which of the following are some informal situations within the workplace?

- A) Waiting or walking in the lobby/hallways
- B) Drinking water near the water cooler

- C) Having a meal in the canteen/ cafeteria
- D) All of these

7. When presenting your business plan, what should you do to engage and connect with the audience?

- A) Practice until you can confidently present your plan
- B) Share a story or an experience that shaped your idea
- C) Repeat yourself multiple times
- D) Avoid eye contact with the audience

8. During a job interview, if you couldn't hear or understand a question, what would you say?

- A) Sorry! I didn't understand. Could you please repeat the question?
- B) Hey, can you repeat that? I wasn't paying attention
- C) I am lost. Can you say it again?
- D) Speak clearly and repeat the question.

9. Anita is going to the bank today to ask for a loan. She has prepared a business plan. Which of the following will make her business plan strong?

- A) Have only the idea and name of her business
- B) Total cost of starting her business without any details
- C) Challenges her business might face along with solutions for them
- D) None of these

10. What does it mean to think like a business person?

- A) Seeing problems as things to fix
- B) Being scared to try new things
- C) Not liking change
- D) Only thinking about money

11. Imagine you're presenting your business plan to potential investors. Why is it important to actively listen to their questions and provide thoughtful answers?

- A) To understand the concerns of the investors and build their confidence in your plan
- B) None of these
- C) To avoid eye contact
- D) To show off your expertise

12. Which of the following is NOT needed for teamwork?

- A) Healthy communication B) Trust
- C) Division of work D) Conflict and argument

13. Imagine you are starting a bakery business. What would you focus on first in your business plan?

- A) Planning how to advertise the bakery on social media B) Figuring out how the business will grow
- C) Calculating how much money you need to start the business D) Selecting a catchy name for the bakery

14. What is formal communication?

- A) All written communication B) Official communication following a set of rules
- C) Talking with friends and family D) Casual chatting on social media

15. Raghav is applying for a job at a marketing firm. What will make his cover letter easy to read?

- A) Dividing the text into shorter paragraphs B) Long descriptions
- C) Increasing the font size D) All of these

16. When presenting your business plan to a potential investor, you should be clear about _____

- A) Potential earnings B) Expected customer count
- C) Initial investment required and breakdown of the costs D) All of these

17. Which of the following is a formal introduction in a job interview?

- A) Hey there! I'm Parmeet, nice to meet you! B) Good morning/ afternoon. I am Parmeet and I want to thank you for considering me for this role.
- C) Yo, I'm Parmeet. Let's get started! D) Hi, I'm Parmeet. Thanks for having me!

18. During a job interview, Ramesh is asked to describe his top three strengths. Which of the following responses shows good formal communication?

- A) I don't know, I never really thought about it. B) Uh, I guess I can do a little bit of everything.
- C) My top three skills are problem- solving, teamwork, and attention to detail. D) I'm pretty good at a lot of things.

19. What is 'informal communication'?

- A) All verbal communication B) Official communication following a set of rules
- C) Talking at official meetings D) Casual conversations outside of official work arrangements

20. If you face a problem in your community, which of the following entrepreneurial mindset traits would be most helpful?

- A) Waiting until everything is perfect to do something B) Taking action to solve the problem
- C) Blaming others for the problem D) Ignoring the problem and hoping it goes away

21. Which of the following actions by Aisha during the team meeting show appropriate workplace etiquette?

- A) Continuously check her phone and respond to messages B) Put her phone on silent mode and actively participate in the discussion
- C) Chat with her coworkers about non-work things D) Interrupt the speaker to share her thoughts

22. Mehul is making a plan for his business. Which of the following is NOT included in a business plan?

- A) Startup costs B) Business idea
- C) Personal interests and hobbies D) Future growth strategies

23. An entrepreneurial mindset means to:

- A) All of these B) Achieve your goal, without giving up
- C) Try different ways to solve problems D) Identify opportunities and use them for your benefit

24. Which of the following are included in a resume?

- A) Daily routine, favorite movies, and vacation plans B) Contact information, educational details, skills and work experience
- C) Hobbies, favorite foods, and personal interests D) Childhood memories, dreams, and aspirations

25. What is an example of formal written communication?

- A) Posting on social media platforms B) Texting a friend
- C) Writing an email to your manager D) Sending a WhatsApp message

26. Which of the following statements shows good teamwork?

- A) Working together towards a common goal B) Ignoring others' ideas and opinions
- C) Criticizing teammates' efforts D) Keeping all ideas to yourself

27. Imli makes soaps and sells from her home. She wants to grow her business. What should she do?

- A) Only sell to her neighbors B) Keep doing the same thing without any changes

C) Wait for an opportunity to grow the business
D) Talk to shopkeepers and build connections with them.

28. To apply for a job, what is the next step after making an impactful resume?

- A) Sending the resume to the employer
- B) Writing an impressive cover letter
- C) Preparing for interview
- D) Applying for the job

29. Why is it important to have a business plan before starting a business?

- A) All of these
- B) To outline goals and set clear direction for growth
- C) To identify potential challenges and risks
- D) To attract investors and get a loan

30. If your coworkers don't agree with your project idea, what's a good way to handle it with an entrepreneurial mindset?

- A) Give up on your idea
- B) Ask for feedback and make your idea better with their help
- C) Stick to your idea without listening to others
- D) Stop talking about it

31. Your team has completed a challenging project successfully. How should you celebrate the success?

- A) Don't celebrate and start the next job.
- B) Blame the group for any errors.
- C) Thank everyone in your group for helping.
- D) Say you did everything and don't praise others.

32. Imagine you are setting up a mobile repair shop. Which of the following is the most important for its success?

- A) Picking the right shop name
- B) Offering repair services at a higher price
- C) Putting up flyers in the neighborhood
- D) Setting up the shop in a busy area

33. During a group project, one of your teammates is struggling to complete their assigned task. What should you do?

- A) Ignore their struggle and focus on your own tasks
- B) Criticize them for not being efficient
- C) Offer to help and support them to complete their task
- D) Complain to the teacher about their lack of contribution

34. Pranav is working on his resume. While reviewing his resume, what should Pranav keep in mind?

- A) All of these
- B) Highlight skills and qualifications that match the job
- C) Ensure that the information provided is correct
- D) Check for spelling and grammar mistakes

35. What is workplace etiquette?

- A) Everyday manners outside of work
- B) None of these
- C) Proper behavior in the workplace based on respect and professionalism
- D) Casual behavior with colleagues

36. You are at work, and a coworker asks for your support/help with a task. How would you respond informally?

- A) I am too busy right now. Ask someone else.
- B) Could you please submit a formal request via email?
- C) Sure, I can help. What do you need?
- D) I can help, but seriously, you don't even know this much? What's the problem?

37. Which of the following is considered appropriate workplace behavior?

- A) Maintaining a clean workspace
- B) Talking loudly on the phone
- C) Interrupting others during meetings
- D) Being late to work regularly

38. You have started a new job at a company. During lunch break, you notice some coworkers chatting. How would you start an informal conversation with them?

- A) Ignore them and have your meal
- B) Introduce yourself formally and inquire about their roles in the company
- C) Ask about the TV shows/sports they like to watch/books they like to read or their weekend plans
- D) Ask about their salary

39. During a lunch break, Arjun overhears his coworkers gossiping about another coworker. What should Arjun do?

- A) Join the conversation and share his own opinion about the coworker
- B) Listen to the gossip
- C) Tell his coworkers that gossiping is inappropriate workplace behaviour
- D) Tell another coworker about the gossip