

Duration: 60 Mins**Total Marks: 40****Q.ID: ITISKILL0635U0**

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

A) Good morning/ afternoon. I am Parmeet and I want to thank you for considering me for this role.

B) Yo, I'm Parmeet. Let's get started!

C) Hi, I'm Parmeet. Thanks for having me!

D) Hey there! I'm Parmeet, nice to meet you!

Answer: A) Good morning/ afternoon. I am Parmeet and I want to thank you for considering me for this role.

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

A) Tell a joke

B) Give demo of the product/ service

C) Share overall business costs

D) Repeat yourself multiple times

Answer: B) Give demo of the product/ service

3. 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) To avoid eye contact

C) None of these

D) To show off your expertise

Answer: A) To understand the concerns of the investors and build their confidence in your plan

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

A) Putting up flyers in the neighborhood

B) Setting up the shop in a busy area

C) Picking the right shop name

D) Offering repair services at a higher price

Answer: B) Setting up the shop in a busy area

5. Which of the following statements shows good teamwork?

A) Working together towards a common goal

B) Criticizing teammates' efforts

C) Ignoring others' ideas and opinions

D) Keeping all ideas to yourself

Answer: A) Working together towards a common goal

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

A) Trust

C) Division of work

Answer: B) Conflict and argument

B) Conflict and argument

D) Healthy communication

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

A) Sending the resume to the employer

C) Writing an impressive cover letter

Answer: C) Writing an impressive cover letter

B) Preparing for interview

D) Applying for the job

8. 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

C) Increasing the font size

Answer: A) Dividing the text into shorter paragraphs

B) All of these

D) Long descriptions

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

A) Her hobbies - cooking, gardening

C) Reasons why she is suitable for the role

Answer: C) Reasons why she is suitable for the role

B) Salary expectations

D) Education details

10. 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) Ask about the TV shows/ sports they like to watch/ books they like to read or their weekend plans

C) Introduce yourself formally and inquire about their roles in the company

Answer: A) Ask about the TV shows/ sports they like to watch/ books they like to read or their weekend plans

B) Ignore them and have your meal

D) Ask about their salary

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

A) Say you did everything and don't praise others.

C) Thank everyone in your group for helping.

B) Blame the group for any errors.

D) Don't celebrate and start the next job.

Answer: C) Thank everyone in your group for helping.

12. What is 'informal communication'?

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

Answer: D) Casual conversations outside of official work arrangements

13. 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) Speak clearly and repeat the question.
- D) I am lost. Can you say it again?

Answer: A) Sorry! I didn't understand. Could you please repeat the question?

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

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

Answer: C) Calculating how much money you need to start the business

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

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

Answer: B) All of these

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

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

Answer: C) All of these

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

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

Answer: B) Personal interests and hobbies

18. 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

Answer: A) All of these

19. Maya needs funding for her small business. What can she do to find a suitable investor?

- A) Send her business plan to every investor she finds online.
- B) Send her business plan to her friends and ask them to send it to investors they may know.
- C) Attend networking events to meet suitable investors.
- D) Wait for the suitable investor to find her

Answer: C) Attend networking events to meet suitable investors.

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

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

Answer: C) Share a story or an experience that shaped your idea

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

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

Answer: A) All of these

22. 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) Childhood memories, dreams, and aspirations
- D) Hobbies, favorite foods, and personal interests

Answer: B) Contact information, educational details, skills and work experience

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

- A) Waiting or walking in the lobby/hallways
- B) All of these
- C) Having a meal in the canteen/ cafeteria
- D) Drinking water near the water cooler

Answer: B) All of these

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

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

Answer: D) Sharing ideas to help the team work faster

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

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

Answer: B) Put her phone on silent mode and actively participate in the discussion

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

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

Answer: A) Maintaining a clean workspace

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

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

Answer: C) Ask for feedback and make your idea better with their help

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

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

Answer: B) Tell his coworkers that gossiping is inappropriate workplace behaviour

29. What is workplace etiquette?

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

Answer: D) Proper behavior in the workplace based on respect and professionalism

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

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

Answer: C) Helps people work together better

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

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

Answer: D) Taking action to solve the problem

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

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

Answer: A) Offer to help and support them to complete their task

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

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

Answer: D) Seeing problems as things to fix

34. 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

Answer: C) Writing an email to your manager

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

Answer: D) Challenges her business might face along with solutions for them

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

- A) Wait for an opportunity to grow the business
B) Keep doing the same thing without any changes
C) Talk to shopkeepers and build connections with them.
D) Only sell to her neighbors

Answer: C) Talk to shopkeepers and build connections with them.

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

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

Answer: B) Tap repeatedly on the desk

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

- A) I can help, but seriously, you don't even know this much? What's the problem?
B) Could you please submit a formal request via email?

- C) I am too busy right now. Ask someone else.
D) Sure, I can help. What do you need?

Answer: D) Sure, I can help. What do you need?

39. What is formal communication?

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

Answer: A) Official communication following a set of rules

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

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

Answer: C) My top three skills are problem-solving, teamwork, and attention to detail.