

**Duration: 80 Mins****Total Marks: 25****Q.ID: ITISKILL12631E**

1. What is formal communication?

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

**Answer: D) Official communication following a set of rules**

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

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

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

3. 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) All of these  
D) Having a meal in the canteen/ cafeteria

**Answer: C) All of these**

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

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

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

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

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

**Answer: B) Thank everyone in your group for helping.**

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

- A) Tell another coworker about 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) Listen to the gossip

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

7. 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) Tap repeatedly on the desk  
C) Maintain a clean workspace  
D) Focus on tasks and avoid distractions from phone

**Answer: B) Tap repeatedly on the desk**

8. What is 'informal communication'?

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

**Answer: C) Casual conversations outside of official work arrangements**

9. 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**

10. 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) I am lost. Can you say it again?  
C) Hey, can you repeat that? I wasn't paying attention  
D) Speak clearly and repeat the question.

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

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

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

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

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

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

**Answer: A) Sharing ideas to help the team work faster**

**13.** What is an example of formal written communication?

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

**Answer: B) Writing an email to your manager**

**14.** Which of the following is NOT needed for teamwork?

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

**Answer: C) Conflict and argument**

**15.** 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 their salary  
B) 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  
D) Ignore them and have your meal

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

**16.** 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) Hey there! I'm Parmeet, nice to meet you!  
C) Hi, I'm Parmeet. Thanks for having me!  
D) Yo, I'm Parmeet. Let's get started!

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

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

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

**Answer: B) Helps people work together better**

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

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

**Answer: D) Writing an impressive cover letter**

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

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

**Answer: C) Dividing the text into shorter paragraphs**

**20.** What is workplace etiquette?

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

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

**21.** Which of the following is considered appropriate workplace behavior?

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

**Answer: C) Maintaining a clean workspace**

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

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

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

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

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

**Answer: B) Reasons why she is suitable for the role**

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

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

**Answer: D) All of these**

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

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

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

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