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May 2026

Question Paper

Duration: 80 Mins

Total Marks: 25

ID: ITISKILL12631E

Student Name: _____	Roll No: _____
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1. During a lunch break, Arjun overhears his coworkers gossiping about another coworker. What should Arjun do?

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

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

2. 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) Dividing the text into shorter paragraphs
- C) All of these
- D) Long descriptions

8. What is 'informal communication'?

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

3. 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

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

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

4. What is an example of formal written communication?

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

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

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

5. Which of the following statements shows good teamwork?

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

11. 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) 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) Could you please submit a formal request via email?

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

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

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

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

7. What is workplace etiquette?

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

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

14. 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) Ensure that the information provided is correct
- C) All of these
- D) Check for spelling and grammar mistakes

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

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

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

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

17. 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) Ask about their salary
- C) Introduce yourself formally and inquire about their roles in the company
- D) Ask about the TV shows/sports they like to watch/books they like to read or their weekend plans

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

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

19. 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

20. What is formal communication?

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

21. 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) I'm pretty good at a lot of things.
- C) I don't know, I never really thought about it.
- D) Uh, I guess I can do a little bit of everything.

22. 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) Complain to the teacher about their lack of contribution
- C) Offer to help and support them to complete their task
- D) Criticize them for not being efficient

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

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

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

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

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

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