

ITI Quiz - 16-Apr-2026

10.30AM

Q. ID: ITISKILL1441D0

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Answer Key

Duration: 150 Mins

Total Marks: 60

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1. 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) Maintain a clean workspace
- C) Speak in a polite and clear manner
- D) Tap repeatedly on the desk

Answer: D) Tap repeatedly on the desk

2. What is workplace etiquette?

- A) None of these
- B) Casual behavior with colleagues
- 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

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

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

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

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

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

Answer: C) Seeing problems as things to fix

5. What does self-employment mean?

- A) Working for a single employer
- B) Working independently and earning directly from your work
- C) Receiving a fixed monthly salary
- D) Working part-time from home

Answer: B) Working independently and earning directly from your work

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

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

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

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

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

Answer: A) Writing an impressive cover letter

8. Which of the following statements shows good teamwork?

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

Answer: B) Working together towards a common goal

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

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

10. Which of the following is an example of self-employment?

- A) Driving for a taxi company
- B) Working full-time at a company
- C) Being a student at a university
- D) Teaching subjects or skills as a personal tutor

Answer: D) Teaching subjects or skills as a personal tutor

11. 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) Check for spelling and grammar mistakes
- D) Ensure that the information provided is correct

Answer: A) All of these

12. 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) Thank everyone in your group for helping.
- C) Blame the group for any errors.
- D) Don't celebrate and start the next job.

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

13. What is an example of formal written communication?

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

Answer: B) Writing an email to your manager

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

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

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

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

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

Answer: C) Maintaining a clean workspace

16. Which is an example of being open to learning in the workplace?

- A) Accepting and adapting to changes in work processes
- B) Refusing to attend training sessions to improve technology skills
- C) Avoiding feedback from colleagues
- D) Ignoring advancements in technology

Answer: A) Accepting and adapting to changes in work processes

17. What does migrating for work mean?

- A) Working from home
- B) Changing jobs within the same city

- C) Moving to a different place to find a job
- D) Staying in the same place for work

Answer: C) Moving to a different place to find a job

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

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

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

19. 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) Selecting a catchy name for the bakery
- D) Calculating how much money you need to start the business

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

20. Rohan loves photography and dreams of starting his own photography business. What should Rohan do to start his self-employment journey?

- A) Learn more about photography and join a basic photography course
- B) Take random pictures and share them online
- C) Buy the latest photography equipment, even if it is beyond his budget
- D) Start advertising his services without any planning

Answer: A) Learn more about photography and join a basic photography course

21. What is 'informal communication'?

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

Answer: B) Casual conversations outside of official work arrangements

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

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

Answer: D) Conflict and argument

23. 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) Listen to the gossip
- D) Join the conversation and share his own opinion about the coworker

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

24. How have workplaces changed after COVID?

- A) Mix of in-person and at-home work
- B) All of the above
- C) Flexible working hours
- D) More focus on technology

Answer: B) All of the above

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

- A) Hobbies, favorite foods, and personal interests
- B) Childhood memories, dreams, and aspirations
- 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

26. How can you become self-employed?

- A) Learn about the work, take small courses
- B) All of these
- C) Try your idea on a small scale
- D) Use chats, local ads and ask friends to spread the word

Answer: B) All of these

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

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

Answer: B) Helps people work together better

28. 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

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

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

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

Answer: B) All of these

30. Sultan is a skilled electrician. He is looking for platform based gig work that matches his skills. Which of the following platforms would be most suitable for Sultan to find job opportunities?

- A) Amazon for selling products online
- B) Zoom for video calls
- C) Uber for driving people
- D) Urban Company for offering home repair services

Answer: D) Urban Company for offering home repair services

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

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

Answer: D) Personal interests and hobbies

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

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

Answer: D) All of these

33. What is a common reason for people to migrate for work?

- A) To spend time with family
- B) To learn new languages
- C) To find better job opportunities
- D) To explore new places

Answer: C) To find better job opportunities

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

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

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

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

Answer: B) All of these

36. 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) Long descriptions D) All of these

Answer: B) Dividing the text into shorter paragraphs

37. Kalpana is migrating to Bangalore from Hubli for her new job. She has received the job offer letter. What should she do to migrate safely?

- A) Believe everything brokers say
B) Research about living in Bangalore
C) Buy gifts for her new neighbours
D) Always share her exact location on social media

Answer: B) Research about living in Bangalore

38. What is formal communication?

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

Answer: B) Official communication following a set of rules

39. 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) Continuously check her phone and respond to messages
C) Interrupt the speaker to share her thoughts
D) Chat with her coworkers about non-work things

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

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

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

Answer: C) Give demo of the product/ service

41. 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
B) Ignore them and have your meal
C) Ask about their salary
D) 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

42. Irfan needs a job. How can he prepare for the future of work ?

- A) Avoid building professional relationships
B) Learn making reels and TikTok videos

- C) Master internet skills D) Avoid learning new skills

Answer: C) Master internet skills

43. A _____ helps gig workers find customers and provide services at a fixed charge.

- A) bank
B) platform/app
C) Netflix
D) school

Answer: B) platform/app

44. 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) Thinking he can never make a mistake
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

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

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

46. Which of the following best describes the gig economy?

- A) A system where workers have fixed work hours and locations
B) A system where employees work full-time for a single employer
C) A system where workers take on part-time or temporary jobs
D) A system where workers are paid a fixed monthly salary

Answer: C) A system where workers take on part-time or temporary jobs

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

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

Answer: A) Taking action to solve the problem

48. 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) I am too busy right now. Ask someone else.
C) Sure, I can help. What do you need?
D) Could you please submit a formal request via email?

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

49. Raghav joined a new company after COVID. He is nervous about using the digital tablets provided at work. What should he do?

- A) Keep an open mind and ask his coworkers to teach him
B) Ask his coworkers to do all the digital work
C) Complain to his manager
D) Quit his job

Answer: A) Keep an open mind and ask his coworkers to teach him

50. What is a benefit of self-employment?

- A) Monthly salary payment
B) Fixed working hours
C) Directly earning from your work
D) Limited control over your tasks

Answer: C) Directly earning from your work

51. Sneha plans to move to a different city for work. What things should she think about before making this decision?

- A) How much it will cost to travel and live there
B) If she can find a job that helps her learn and grow
C) If she can earn more money and save some too
D) All of these

Answer: D) All of these

52. Which option below describes a 'gig' in the gig economy?

- A) None of these
B) A job with full-time hours and benefits
C) A specific task or project
D) A typical 9-5 job

Answer: C) A specific task or project

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

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

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

54. Rahul is moving to Qatar for work. What should he do to migrate safely?

- A) Confirm his job before moving
B) All of these
C) Organize important documents and have a bank account for emergencies
D) Learn about the place and enroll in safety training programs

Answer: B) All of these

55. Seema wants to become a gig worker. How can she find gig work opportunities?

- A) Connect with friends, people she might know and groups in her community
B) Find a suitable Gig platform
C) All of these
D) Update her resume with her qualifications and skills

Answer: C) All of these

56. An entrepreneurial mindset means to:

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

Answer: B) All of these

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

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

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

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

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

59. What is an important future workplace skill for employees?

- A) Networking and relationship-building
B) Doing paperwork
C) Doing manual work
D) Planning holidays

Answer: A) Networking and relationship-building

60. 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.

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