

Duration: 60 Mins

Total Marks: 30

Q.ID: ITISKILL3392OU

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

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

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

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

Answer: D) Conflict and argument

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

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

Answer: B) Dividing the text into shorter paragraphs

4. What is formal communication?

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

Answer: D) Official communication following a set of rules

5. 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) Education details
D) Her hobbies - cooking, gardening

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

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

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

Answer: A) Maintaining a clean workspace

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

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

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

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

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

Answer: D) Seeing problems as things to fix

9. 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) Tell another coworker about 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

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

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

Answer: A) All of these

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

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

Answer: A) All of these

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

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

13. 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

Answer: C) Helps people work together better

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

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

Answer: D) Writing an impressive cover letter

15. 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) I don't know, I never really thought about it.
- D) My top three skills are problem-solving, teamwork, and attention to detail.

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

16. 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) Complain to the teacher about their lack of contribution
- C) Criticize them for not being efficient
- D) Ignore their struggle and focus on your own tasks

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

17. 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) Give up on your idea
- C) Ask for feedback and make your idea better with their help
- D) Stop talking about it

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

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

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

Answer: B) Taking action to solve the problem

19. What is an example of formal written communication?

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

Answer: C) Writing an email to your manager

20. 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) Hi, I'm Parmeet. Thanks for having me!
- C) Hey there! I'm Parmeet, nice to meet you!
- 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.

21. What is 'informal communication'?

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

Answer: A) Casual conversations outside of official work arrangements

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

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

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

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

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

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

24. An entrepreneurial mindset means to:

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

Answer: A) All of these

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

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

Answer: D) Tap repeatedly on the desk

26. 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

27. 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 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) Ask about their salary

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

28. Which of the following statements shows good teamwork?

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

Answer: D) Working together towards a common goal

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

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

30. 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

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