

Duration: 60 Mins

Total Marks: 30

ID: ITISKILL3392OU

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

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

3. 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) Introduce yourself formally and inquire about their roles in the company
- C) Ignore them and have your meal
- D) Ask about their salary

4. What is 'informal communication'?

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

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

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

6. 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) Salary expectations
- C) Education details
- D) Her hobbies - cooking, gardening

7. What is an example of formal written communication?

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

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

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

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

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

10. Which of the following statements shows good teamwork?

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

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

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

12. What is workplace etiquette?

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

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

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

14. An entrepreneurial mindset means to:

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

15. 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
C) Sharing ideas to help the team work faster
- B) Getting angry when others don't listen
D) Not listening to his teammates ideas and opinions

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

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

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

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

18. 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
C) Complain to the teacher about their lack of contribution
- B) Ignore their struggle and focus on your own tasks
D) Criticize them for not being efficient

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

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

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

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

21. What is formal communication?

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

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

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

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

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

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

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

25. 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
C) Interrupt the speaker to share her thoughts
- B) Continuously check her phone and respond to messages
D) Chat with her coworkers about non-work things

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

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

27. 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) Speak in a polite and clear manner
 - D) Maintain a clean workspace
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28. 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) Ignoring the problem and hoping it goes away
 - C) Blaming others for the problem
 - D) Waiting until everything is perfect to do something
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29. 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
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30. 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
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