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Question Paper

Duration: 60 Mins

Total Marks: 30

ID: ITISKILL3392OU

Student Name: _____ Roll No: _____

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

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

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

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

3. What is formal communication?

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

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

5. 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) I can help, but seriously, you don't even know this much? What's the problem?
C) I am too busy right now. Ask someone else.
D) Sure, I can help. What do you need?

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

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

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

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

8. 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) Not listening to his teammates ideas and opinions
C) Getting angry when others don't listen
D) Thinking he can never make a mistake

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

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

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

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

11. What is 'informal communication'?

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

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

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

13. 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) Introduce yourself formally and inquire about their roles in the company

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

C) Ignore them and have your meal

D) Ask about their salary

14. What is an example of formal written communication?

A) Writing an email to your manager

B) Posting on social media platforms

C) Sending a WhatsApp message

D) Texting a friend

15. 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) Chat with her coworkers about non-work things

D) Interrupt the speaker to share her thoughts

16. An entrepreneurial mindset means to:

A) Identify opportunities and use them for your benefit

B) All of these

C) Achieve your goal, without giving up

D) Try different ways to solve problems

17. 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

18. What is workplace etiquette?

A) Proper behavior in the workplace based on respect and professionalism

B) Everyday manners outside of work

C) None of these

D) Casual behavior with colleagues

19. 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

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

A) Being late to work regularly

B) Interrupting others during meetings

C) Talking loudly on the phone

D) Maintaining a clean workspace

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

A) Only thinking about money

B) Being scared to try new things

C) Seeing problems as things to fix

D) Not liking change

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

A) Waiting until everything is perfect to do something

B) Taking action to solve the problem

C) Blaming others for the problem

D) Ignoring the problem and hoping it goes away

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

A) I'm pretty good at a lot of things.

B) Uh, I guess I can do a little bit of everything.

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

D) I don't know, I never really thought about it.

24. 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) Yo, I'm Parmeet. Let's get started!

C) Hey there! I'm Parmeet, nice to meet you!

D) Hi, I'm Parmeet. Thanks for having me!

25. Which of the following statements shows good teamwork?

A) Criticizing teammates' efforts

B) Keeping all ideas to yourself

C) Working together towards a common goal

D) Ignoring others' ideas and opinions

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

A) Creates a strict environment at work

B) Makes things more official at work

C) Makes people talk less

D) Helps people work together better

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

A) Complain to the teacher about their lack of contribution

B) Ignore their struggle and focus on your own tasks

C) Criticize them for not being efficient

D) Offer to help and support them to complete their task

A) Focus on tasks and avoid distractions from phone

B) Maintain a clean workspace

C) Tap repeatedly on the desk

D) Speak in a polite and clear manner

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

A) Tell his coworkers that gossiping is inappropriate workplace behaviour

B) Tell another coworker about the gossip

C) Listen to the gossip

D) Join the conversation and share his own opinion about the coworker

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

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

A) Check for spelling and grammar mistakes

B) Highlight skills and qualifications that match the job

C) All of these

D) Ensure that the information provided is correct