

Duration: 180 Mins

Total Marks: 25

Q.ID: ITISKILL5416SD

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

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

Answer: D) Writing an impressive cover letter

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

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

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

3. 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) Maintain a clean workspace
- D) Speak in a polite and clear manner

Answer: B) Tap repeatedly on the desk

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

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

Answer: A) Dividing the text into shorter paragraphs

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

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

6. 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) Ask about their salary
- D) Ignore them and have your meal

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

7. What is an example of formal written communication?

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

Answer: B) Writing an email to your manager

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

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

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

9. 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.

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

10. Which of the following statements shows good teamwork?

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

Answer: C) 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) Could you please submit a formal request via email?
- C) Sure, I can help. What do you need?
- D) I can help, but seriously, you don't even know this much? What's the problem?

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

12. What is workplace etiquette?

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

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

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

Answer: C) All of these

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

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

Answer: A) Helps people work together better

15. What is formal communication?

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

Answer: A) Official communication following a set of rules

16. 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

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

- A) All of these
- B) Waiting or walking in the lobby/hallways

- C) Having a meal in the canteen/ cafeteria
- D) Drinking water near the water cooler

Answer: A) All of these

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

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

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

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

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

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

20. 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

Answer: C) Sharing ideas to help the team work faster

21. What is 'informal communication'?

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

Answer: C) Casual conversations outside of official work arrangements

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

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

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

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

- A) Interrupting others during meetings
- B) Maintaining a clean workspace

- C) Talking loudly on the phone D) Being late to work regularly

Answer: B) Maintaining a clean workspace

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

- A) Her hobbies - cooking, gardening B) Reasons why she is suitable for the role

- C) Education details D) Salary expectations

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

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

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

Answer: C) Conflict and argument
