

April 2026

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Question Paper

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Score: 12/25 (48.00%)

Code: 9614

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

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

2. 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) Increasing the font size  
 D) All of these (Incorrect)

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

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

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

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

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) Education details (Incorrect)  
 C) **Reasons why she is suitable for the role**  
 D) Her hobbies - cooking, gardening

6. What is formal communication?

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

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

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

- C) Yo, I'm Parmeet. Let's get started!  
 D) **Good morning/afternoon. I am Parmeet and I want to thank you for considering me for this role. (Correct)**

8. What is an example of formal written communication?

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

9. 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? (Correct)**  
 B) Hey, can you repeat that? I wasn't paying attention (Incorrect)  
 C) I am lost. Can you say it again?  
 D) Speak clearly and repeat the question.

10. 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. (Correct)**  
 D) I don't know, I never really thought about it.

11. What is 'informal communication'?

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

12. 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 (Correct)**

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

- A) **Helps people work together better**  
 B) Makes things more official at work (Incorrect)

C) Creates a strict environment at work

D) Makes people talk less

14. 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 (Correct)**

C) Ask about their salary

D) Ignore them and have your meal

15. 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. (Incorrect)

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

D) Could you please submit a formal request via email?

16. What is workplace etiquette?

A) Everyday manners outside of work (Incorrect)

**B) Proper behavior in the workplace based on respect and professionalism**

C) Casual behavior with colleagues

D) None of these

17. 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 (Correct)**

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

A) Maintain a clean workspace

B) Speak in a polite and clear manner

**C) Tap repeatedly on the desk (Correct)**

D) Focus on tasks and avoid distractions from phone

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 (Incorrect)

B) Chat with her coworkers about non-work things

C) Interrupt the speaker to share her thoughts

**D) Put her phone on silent mode and actively participate in the discussion**

20. 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) Join the conversation and share his own opinion about the coworker (Incorrect)

C) Tell another coworker about the gossip

D) Listen to the gossip

21. Which of the following statements shows good teamwork?

A) Keeping all ideas to yourself

B) Criticizing teammates' efforts

**C) Working together towards a common goal (Correct)**

D) Ignoring others' ideas and opinions

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

A) Healthy communication

B) Division of work (Incorrect)

**C) Conflict and argument**

D) Trust

23. 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) Sharing ideas to help the team work faster (Correct)**

C) Thinking he can never make a mistake

D) Not listening to his teammates' ideas and opinions

24. 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) Blame the group for any errors.

C) Don't celebrate and start the next job.

**D) Thank everyone in your group for helping. (Correct)**

25. 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 (Correct)**

C) Criticize them for not being efficient

D) Complain to the teacher about their lack of contribution