

Duration: 180 Mins

Total Marks: 25

ID: ITISKILL5416SD

Student Name: _____ Roll No: _____

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

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

A) Talking with friends and family

B) All written communication

C) Official communication following a set of rules

D) Casual chatting on social media

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

8. What is 'informal communication'?

A) Official communication following a set of rules

B) Casual conversations outside of official work arrangements

C) All verbal communication

D) Talking at official meetings

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

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

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

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

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

4. 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) Speak clearly and repeat the question.
- C) Sorry! I didn't understand. Could you please repeat the question?
- D) Hey, can you repeat that? I wasn't paying attention

10. 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?

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

C) I can help, but seriously, you don't even know this much? What's the problem?

D) I am too busy right now. Ask someone else.

5. 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 his coworkers that gossiping is inappropriate workplace behaviour
- C) Listen to the gossip
- D) Tell another coworker about the gossip

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

A) Ensure that the information provided is correct

B) Check for spelling and grammar mistakes

C) All of these

D) Highlight skills and qualifications that match the job

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

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

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

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

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

7. What is formal communication?

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!

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

A) Tap repeatedly on the desk

B) Maintain a clean workspace

C) Focus on tasks and avoid distractions from phone

D) Speak in a polite and clear manner

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

A) Criticize them for not being efficient

B) Complain to the teacher about their lack of contribution

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

D) Ignore their struggle and focus on your own tasks

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

A) Waiting or walking in the lobby/hallways

B) Drinking water near the water cooler

C) Having a meal in the canteen/ cafeteria

D) All of these

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

A) Blame the group for any errors.

B) Say you did everything and don't praise others.

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

D) Thank everyone in your group for helping.

17. What is an example of formal written communication?

A) Writing an email to your manager

B) Sending a WhatsApp message

C) Texting a friend

D) Posting on social media platforms

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

A) Daily routine, favorite movies, and vacation plans

B) Childhood memories, dreams, and aspirations

C) Contact information, educational details, skills and work experience

D) Hobbies, favorite foods, and personal interests

19. What is workplace etiquette?

A) Casual behavior with colleagues

B) None of these

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

D) Everyday manners outside of work

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

A) All of these

B) Increasing the font size

C) Dividing the text into shorter paragraphs

D) Long descriptions

21. Which of the following statements shows good teamwork?

A) Working together towards a common goal

B) Ignoring others' ideas and opinions

C) Criticizing teammates' efforts

D) Keeping all ideas to yourself

22. 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) Ignore them and have your meal

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

D) Ask about their salary

23. 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) Writing an impressive cover letter

D) Preparing for interview

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

A) Salary expectations

B) Her hobbies - cooking, gardening

C) Reasons why she is suitable for the role

D) Education details

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

B) Interrupt the speaker to share her thoughts

C) Continuously check her phone and respond to messages

D) Chat with her coworkers about non-work things