

Duration: 180 Mins

Total Marks: 80

Q.ID: ITISKILL5903AF

1. Reema works at restaurant. She wants to give her manager ideas to make the restaurant follow green practices. Which of these ideas should she offer?

- A) Delivering food in plastic packaging
 B) Using steel plates and cups
 C) Providing lunch to the employees in disposable plates
 D) All of these

Answer: B) Using steel plates and cups

2. Which is an example of being open to learning in the workplace?

- A) Avoiding feedback from colleagues
 B) Accepting and adapting to changes in work processes
 C) Ignoring advancements in technology
 D) Refusing to attend training sessions to improve technology skills

Answer: B) Accepting and adapting to changes in work processes

3. A green practice involves any activity that_____?

- A) protects and takes care of the environment and resources
 B) generates pollution
 C) causes harm to the environment
 D) involves consuming too much

Answer: A) protects and takes care of the environment and resources

4. Sia is applying for the electrician position, how should she start her email to the company?

- A) Begin with a clear subject line and a polite greeting.
 B) Write a short story about her hobbies.
 C) Attach her favorite photos.
 D) Start with a joke.

Answer: A) Begin with a clear subject line and a polite greeting.

5. Why is it good to think about what you learn?

- A) It improves handwriting.
 B) None of these
 C) It's a good pastime.
 D) It helps remember and understand better.

Answer: D) It helps remember and understand better.

6. Venu includes a clear subject in his email. Why is that important?

- A) To show he has good English skills
 B) To tell the company what the email is about
 C) Email cannot be sent without a subject line
 D) None of these

Answer: B) To tell the company what the email is about

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

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

Answer: A) Writing an impressive cover letter

8. Which of the following best describes the gig economy?

- A) A system where workers are paid a fixed monthly salary
 B) A system where employees work full-time for a single employer
 C) A system where workers have fixed work hours and locations
 D) A system where workers take on part-time or temporary jobs

Answer: D) A system where workers take on part-time or temporary jobs

9. Mahima has an Instagram page for her jewelry business. What should she do to connect with her customers?

- A) Post about a T.V. show she likes
 B) Post cooking videos
 C) Share daily updates about her business as Stories on social media
 D) Post dance reels

Answer: C) Share daily updates about her business as Stories on social media

10. A green workplace_____.

- A) ignores waste separation and recycling
 B) keeps the lights on all the time
 C) uses less paper and energy- saving lights
 D) uses disposable items and plastic water bottles

Answer: C) uses less paper and energy- saving lights

11. Arjun is applying for jobs on Naukri.com. Which of these should he do?

- A) Select all the cities where jobs are available
 B) Ignore the job descriptions
 C) Match his skills with the job description
 D) Apply to all the jobs listed

Answer: C) Match his skills with the job description

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

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

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

13. Which of the following statements shows good teamwork?

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

Answer: D) Working together towards a common goal

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

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

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

15. Which of the following is NOT a green practice?

- A) Using smart air conditioners to regulate temperature efficiently
B) Separate and recycle waste
C) Grow plants wherever possible
D) Ordering lunch delivered in plastic containers daily

Answer: D) Ordering lunch delivered in plastic containers daily

16. What is an example of formal written communication?

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

Answer: D) Writing an email to your manager

17. What is the main purpose of the Skill India Digital Platform?

- A) To facilitate online learning and skill development
B) To promote international job opportunities
C) To provide financial assistance for job seekers
D) To offer offline training programs

Answer: A) To facilitate online learning and skill development

18. Rahul is moving to Qatar for work. What should he do to migrate safely?

- A) All of these
B) Organize important documents and have a bank account for emergencies
C) Learn about the place and enroll in safety training programs
D) Confirm his job before moving

Answer: A) All of these

19. Imagine you want to learn about digital marketing. What should you do first on the Skill India Digital Platform ?

- A) None of these
B) Enroll in any course available
C) Explore the Skill Courses section
D) Search for job opportunities

Answer: C) Explore the Skill Courses section

20. 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!

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

21. Sneha plans to move to a different city for work. What things should she think about before making this decision?

- A) All of these
B) If she can find a job that helps her learn and grow
C) If she can earn more money and save some too
D) How much it will cost to travel and live there

Answer: A) All of these

22. Rohan loves photography and dreams of starting his own photography business. What should Rohan do to start his self-employment journey?

- A) Start advertising his services without any planning
B) Buy the latest photography equipment, even if it is beyond his budget
C) Learn more about photography and join a basic photography course
D) Take random pictures and share them online

Answer: C) Learn more about photography and join a basic photography course

23. Archana is sending a job application over email. How can she share her resume and other documents?

- A) Attach the scanned documents as PDFs with the email.
B) Click photos from her phone and send it.
C) Copying and pasting the content of the documents into the email body.
D) She must not send documents over email as it is not safe.

Answer: A) Attach the scanned documents as PDFs with the

email.

24. What does migrating for work mean?

- A) Moving to a different place to find a job
- B) Staying in the same place for work
- C) Working from home
- D) Changing jobs within the same city

Answer: A) Moving to a different place to find a job

25. Shyam works at a beauty salon. Which of these things at Shyam's salon is NOT good for the environment?

- A) Disposing hair waste after haircuts in an environment friendly way
- B) Using reusable gloves instead of single-use plastic ones
- C) Using paper cups for tea and water
- D) Using safe and biodegradable cleaning materials for the floor

Answer: C) Using paper cups for tea and water

26. What is 'informal communication'?

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

Answer: B) Casual conversations outside of official work arrangements

27. Sultan is a skilled electrician. He is looking for platform based gig work that matches his skills. Which of the following platforms would be most suitable for Sultan to find job opportunities?

- A) Uber for driving people
- B) Amazon for selling products online
- C) Urban Company for offering home repair services
- D) Zoom for video calls

Answer: C) Urban Company for offering home repair services

28. Ranjit has a small bakery business. Using WhatsApp for Business can help Ranjit _____.

- A) quickly respond to customer orders and questions
- B) chat with friends
- C) check status updates
- D) watch baking tutorial videos

Answer: A) quickly respond to customer orders and questions

29. How can users access the Skill India Digital Platform?

- A) On computers, tablets, and phones
- B) Only on a specific type of device
- C) Only through offline training centers
- D) Through a specialized learning app

Answer: A) On computers, tablets, and phones

30. 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) Salary expectations
- D) Education details

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

31. What are green jobs?

- A) Jobs that harm the environment
- B) Jobs that conserve resources and help the environment
- C) Jobs that ignore waste separation and recycling
- D) Jobs shared in green colours

Answer: B) Jobs that conserve resources and help the environment

32. What is workplace etiquette?

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

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

33. While thinking about learning, what are the questions you can ask yourself?

- A) All of these
- B) How can I learn better?
- C) What did I learn?
- D) Was it easy or difficult to learn?

Answer: A) All of these

34. Your friend suggests going for a picnic. She asks you to bring disposable plates and cups. Which of the following actions shows your commitment to a green mindset?

- A) Bring reusable plates and cups
- B) Say yes and bring disposable plates and cups
- C) Ignore the invite to the picnic
- D) Bring green color disposable plates and cups

Answer: A) Bring reusable plates and cups

35. Imagine you are applying for a position as an electrician at a company. Which of the following email subject lines would be the most suitable for your job application?

- A) Electrician Job Application
- B) Application for Electrician Position - [Your Name]
- C) Urgent Attention Needed
- D) Applying for a New Job

Answer: B) Application for Electrician Position - [Your Name]

36. How have workplaces changed after COVID?

- A) All of the above
- B) Mix of in-person and at-home work
- C) More focus on technology
- D) Flexible working hours

Answer: A) All of the above

37. A _____ helps gig workers find customers and provide services at a fixed charge.

- A) platform/app
- B) Netflix
- C) bank
- D) school

Answer: A) platform/app

38. What is a job portal?

- A) A website where companies post jobs and people can search and apply for them.
- B) A place where you can play games and talk to friends.
- C) A building where you go to find work.
- D) A special room where job interviews happen online.

Answer: A) A website where companies post jobs and people can search and apply for them.

39. 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) Speak in a polite and clear manner
- C) Tap repeatedly on the desk
- D) Maintain a clean workspace

Answer: C) Tap repeatedly on the desk

40. Sanya has collected a lot of information from different websites for her new project. What should she do next to sort this information?

- A) Share all the information with her coworkers
- B) Read through the information and mark the important points
- C) Keep the information in separate folders
- D) Mix up all the information

Answer: B) Read through the information and mark the important points

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

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

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

42. Rahul is applying for a job. Which of these documents should he attach to his job application email?

- A) Birth certificate
- B) Address Proof
- C) Resume, Course and Training Certificates
- D) Photographs from childhood

Answer: C) Resume, Course and Training Certificates

43. What is an important future workplace skill for employees?

- A) Doing manual work
- B) Planning holidays
- C) Networking and relationship- building
- D) Doing paperwork

Answer: C) Networking and relationship- building

44. Seema wants to become a gig worker. How can she find gig work opportunities?

- A) Update her resume with her qualifications and skills
- B) Connect with friends, people she might know and groups in her community
- C) Find a suitable Gig platform
- D) All of these

Answer: D) All of these

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

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

Answer: B) Maintaining a clean workspace

46. What should you always remember when creating your profile on a job portal?

- A) To always be truthful
- B) To leave out important information
- C) To use a fake name
- D) To include skills required for the job, even if you don't have them

Answer: A) To always be truthful

47. Which option below describes a 'gig' in the gig economy?

- A) None of these
- B) A job with full- time hours and benefits
- C) A specific task or project
- D) A typical 9-5 job

Answer: C) A specific task or project

48. 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) Ensure that the information provided is correct
- D) All of these

Answer: D) All of these

49. 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
- B) Ignore their struggle and focus on your own tasks
- C) Criticize them for not being efficient
- D) Complain to the teacher about their lack of contribution

Answer: A) Offer to help and support them to complete their task

50. Why should you reply to comments on YouTube?

- A) So viewers feel connected
- B) To use the internet
- C) To get more videos
- D) To get more friends

Answer: A) So viewers feel connected

51. How can Instagram, YouTube, and WhatsApp help you in finding work?

- A) All of these
- B) By allowing you to post photos/ videos of your work
- C) By enabling direct and fast communication with customers
- D) By connecting you with professionals

Answer: A) All of these

52. 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

Answer: D) All of these

53. Ravi has the following habits. Which of these is a green practice?

- A) Leaving lights and fans on when leaving a room
- B) Buying unnecessary items
- C) Buying single- use plastic water bottles
- D) Carrying a cloth bag to buy groceries

Answer: D) Carrying a cloth bag to buy groceries

54. Kalpana is migrating to Bangalore from Hubli for her new job. She has received the job offer letter. What should she do to migrate safely?

- A) Believe everything brokers say
- B) Research about living in Bangalore
- C) Always share her exact location on social media
- D) Buy gifts for her new neighbours

Answer: B) Research about living in Bangalore

55. Mohammed needs a job. What types of resources can he find on the Skill India Digital Platform?

- A) Courses, skill centers, job opportunities, and more
- B) Only eBooks and reading materials
- C) Financial services and government schemes
- D) Only job listings

Answer: A) Courses, skill centers, job opportunities, and more

56. 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) Thinking he can never make a mistake

C) Not listening to his teammates ideas and opinions

D) Getting angry when others don't listen

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

57. What is a benefit of self-employment?

- A) Limited control over your tasks
- B) Fixed working hours
- C) Monthly salary payment
- D) Directly earning from your work

Answer: D) Directly earning from your work

58. 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

Answer: B) Helps people work together better

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

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

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

60. What is formal communication?

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

Answer: A) Official communication following a set of rules

61. Which section of the Skill India Digital Platform helps users find physical training centers nearby?

- A) Job Exchange
- B) Skill Courses
- C) Recommendations
- D) Skill Centres

Answer: D) Skill Centres

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

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

Answer: B) Conflict and argument

63. What does self-employment mean?

- A) Working for a single employer
- B) Working independently and earning directly from your work
- C) Receiving a fixed monthly salary
- D) Working part-time from home

Answer: B) Working independently and earning directly from your work

64. 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) I can help, but seriously, you don't even know this much? What's the problem? D) Sure, I can help. What do you need?

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

65. How can you become self-employed?

- A) Learn about the work, take small courses B) Use chats, local ads and ask friends to spread the word
C) All of these D) Try your idea on a small scale

Answer: C) All of these

66. What is a common reason for people to migrate for work?

- A) To spend time with family B) To find better job opportunities
C) To learn new languages D) To explore new places

Answer: B) To find better job opportunities

67. Irfan needs a job. How can he prepare for the future of work ?

- A) Master internet skills B) Avoid learning new skills
C) Learn making reels and TikTok videos D) Avoid building professional relationships

Answer: A) Master internet skills

68. Before applying for a job, why is it important to check the skills required for a job?

- A) To impress the interviewer. B) It is not important to check the skills required for a job.
C) To be sure you can do the job well. D) To chat with friends about it.

Answer: C) To be sure you can do the job well.

69. When searching for new information on Google, why is it important to use the right words?

- A) To change the color of the search page B) To find correct and useful information
C) To make the screen brighter D) To learn a new language

Answer: B) To find correct and useful information

70. 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) All of these

D) Increasing the font size

Answer: B) Dividing the text into shorter paragraphs

71. If you are trained as an electrician and want a job in Delhi, what should you type in the search box of a job portal?

- A) Electrician jobs in Delhi B) Electrician training
C) Delhi job D) Electrician job

Answer: A) Electrician jobs in Delhi

72. Sunita has collected some information from the internet and sorted it. What is the best way for her to share it with her team?

- A) Tell everything she read in detail B) Print all the information and give it to the team members.
C) Share only the main points clearly: Use simple words and pictures, if possible D) Talk only about the bad websites

Answer: C) Share only the main points clearly: Use simple words and pictures, if possible

73. What does having a green mindset mean?

- A) Caring for the environment and using resources wisely B) Ignoring pollution and waste management
C) Making choices that harm the environment D) Using resources without considering sustainability

Answer: A) Caring for the environment and using resources wisely

74. Raghav joined a new company after COVID. He is nervous about using the digital tablets provided at work. What should he do?

- A) Keep an open mind and ask his coworkers to teach him B) Quit his job
C) Complain to his manager D) Ask his coworkers to do all the digital work

Answer: A) Keep an open mind and ask his coworkers to teach him

75. 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.

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

76. Raj is a talented carpenter. How can showing his work on YouTube help Raj?

- A) It may help Raj get more customers
B) All of these
C) It allows people to see his carpentry skills and appreciate his expertise
D) It helps Raj to engage with people interested in his work

Answer: B) All of these

77. 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.

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

78. 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) Ignore them and have your meal
B) Ask about their salary

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

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

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

79. Which of the following is an example of self-employment?

- A) Working full-time at a company
B) Teaching subjects or skills as a personal tutor
C) Driving for a taxi company
D) Being a student at a university

Answer: B) Teaching subjects or skills as a personal tutor

80. Which term describes using things in a way that can last for a long time without causing harm?

- A) Resources
B) Pollution
C) Eco-friendliness
D) Sustainability

Answer: D) Sustainability