

Duration: 120 Mins

Total Marks: 25

Q.ID: ITISKILL6120AH

1. What is workplace etiquette?

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

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

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

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

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

3. What is an example of formal written communication?

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

**Answer: A) Writing an email to your manager**

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

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

**Answer: A) Maintaining a clean workspace**

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

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

**Answer: B) Thank everyone in your group for helping.**

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

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

**Answer: A) Conflict and argument**

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

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

**Answer: C) All of these**

8. 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) Salary expectations  
C) Education details      D) Reasons why she is suitable for the role

**Answer: D) Reasons why she is suitable for the role**

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

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

**Answer: D) Writing an impressive cover letter**

10. 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 their salary      B) Introduce yourself formally and inquire about their roles in the company  
C) Ignore them and have your meal      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**

11. 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) I am too busy right now. Ask someone else.  
C) Could you please submit a formal request via email?      D) I can help, but seriously, you don't even know this much? What's the problem?

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

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

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

**Answer: D) Helps people work together better**

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

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

14. What is formal communication?

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

**Answer: D) Official communication following a set of rules**

15. Ravi is working on a project with two other teammates. Which of these make him a good team player?

- A) Thinking he can never make a mistake
- B) Sharing ideas to help the team work faster
- C) Not listening to his teammates ideas and opinions
- D) Getting angry when others don't listen

**Answer: B) Sharing ideas to help the team work faster**

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

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

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

17. 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

**Answer: C) Dividing the text into shorter paragraphs**

18. 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) Offer to help and support them to complete their task
- C) Criticize them for not being efficient
- D) Ignore their struggle and focus on your own tasks

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

19. 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**

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

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

**Answer: B) All of these**

21. 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**

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

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

23. 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

**Answer: A) Working together towards a common goal**

24. What is 'informal communication'?

- A) All verbal communication
- B) Casual conversations outside of official work arrangements

C) Talking at official meetings

D) Official communication following a set of rules

**Answer: B) Casual conversations outside of official work arrangements**

---

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

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

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

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

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

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

---