

ITI Quiz - 22-Apr-2026

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Q. ID: ITISKILL6120AH

April 2026

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sambhajipur

Question Paper

Duration: 120 Mins

Total Marks: 25

ID: ITISKILL6120AH

Student Name: _____ Roll No: _____

1. You are at work, and a coworker asks for your support/help with a task. How would you respond informally?

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

- 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

2. 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) Reasons why she is suitable for the role
- D) Education details

7. 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'm pretty good at a lot of things.
- C) I don't know, I never really thought about it.
- D) Uh, I guess I can do a little bit of everything.

3. 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!
- C) Hey there! I'm Parmeet, nice to meet you!
- D) Good morning/afternoon. I am Parmeet and I want to thank you for considering me for this role.

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

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

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

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

9. 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

5. 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) All of these
- D) Having a meal in the canteen/ cafeteria

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?

10. 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) Offer to help and support them to complete their task
- C) Complain to the teacher about their lack of contribution
- D) Ignore their struggle and focus on your own tasks

11. What is 'informal communication'?

- A) Talking at official meetings
- C) Official communication following a set of rules

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

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

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

13. 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
- C) Chat with her coworkers about non-work things
- B) Interrupt the speaker to share her thoughts
- D) Continuously check her phone and respond to messages

14. What is workplace etiquette?

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

15. What is an example of formal written communication?

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

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

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

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

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

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

- A) Speak in a polite and clear manner
- C) Maintain a clean workspace
- B) Tap repeatedly on the desk
- D) Focus on tasks and avoid distractions from phone

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

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

20. Which of the following statements shows good teamwork?

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

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

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

22. What is formal communication?

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

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

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

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

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

25. 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
- C) Not listening to his teammates' ideas and opinions
- B) Sharing ideas to help the team work faster
- D) Getting angry when others don't listen