

Employability Skill

Q. ID: ITISKILL6396OX

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Govt ITI Beerihundi

Question Paper

Duration: 30 Mins

Total Marks: 20

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Student Name: _____ Roll No: _____

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

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

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

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

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

8. What is workplace etiquette?

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

3. 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) Ensure that the information provided is correct
- C) All of these
- D) Check for spelling and grammar mistakes

9. 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) Ignore them and have your meal
- C) Ask about the TV shows/sports they like to watch/books they like to read or their weekend plans
- D) Introduce yourself formally and inquire about their roles in the company

4. What is formal communication?

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

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

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

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

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

11. Which of the following statements shows good teamwork?

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

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

- A) Salary expectations
- B) Reasons why she is suitable for the role
- C) Education details
- D) Her hobbies - cooking, gardening

12. What is an example of formal written communication?

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

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

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

- A) Daily routine, favorite movies, and vacation plans
- B) Hobbies, favorite foods, and personal interests

C) Contact information, educational details, skills and work experience
D) Childhood memories, dreams, and aspirations

C) Sorry! I didn't understand. Could you please repeat the question?
D) I am lost. Can you say it again?

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

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

18. 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) Ignore their struggle and focus on your own tasks
D) Complain to the teacher about their lack of contribution

15. What is 'informal communication'?

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

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

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

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

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

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

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

17. 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