

ITI Quiz - 05-Feb-2026

06:46 PM

Q. ID: ITISKILL7184P2

February 2026

Answer Key

Duration: 95 Mins

Total Marks: 25

Q.ID: ITISKILL7184P2

1. Which of the following statements shows good teamwork?

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

Answer: D) Working together towards a common goal

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

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

Answer: B) Tap repeatedly on the desk

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

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

Answer: C) Conflict and argument

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

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

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

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

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

6. 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) All of these
- C) Check for spelling and grammar mistakes
- D) Highlight skills and qualifications that match the job

Answer: B) All of these

7. 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
- B) Speak clearly and repeat the question.
- 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?

8. 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) Interrupt the speaker to share her thoughts
- 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

9. What is workplace etiquette?

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

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

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

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

Answer: B) Maintaining a clean workspace

11. What is an example of formal written communication?

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

Answer: C) Writing an email to your manager

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

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

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

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

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

Answer: B) All of these

14. 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

Answer: B) Casual conversations outside of official work arrangements

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

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

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

16. 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 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.

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

17. 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

18. 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) Preparing for interview
 D) Writing an impressive cover letter

Answer: D) Writing an impressive cover letter

19. 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) Ask about their salary
 C) Ignore them and have your meal
 D) Introduce yourself formally and inquire about their roles in the company

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

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

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

21. 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

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

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

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

Answer: C) Helps people work together better

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

- A) Hey there! I'm Parmeet, nice to meet you!
 B) Hi, I'm Parmeet. Thanks for having me!
 C) Good morning/ afternoon. I am Parmeet and I want to thank you for considering me for this role.
 D) Yo, I'm Parmeet. Let's get started!

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

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

A) Tell his coworkers that gossiping is inappropriate workplace behaviour

B) Join the conversation and share his own opinion about the coworker

C) Tell another coworker about the gossip

D) Listen to the gossip

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

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

A) All of these

B) Dividing the text into shorter paragraphs

C) Increasing the font size

D) Long descriptions

Answer: B) Dividing the text into shorter paragraphs
