

01:00Pm

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Question Paper

Duration: 120 Mins

Total Marks: 25

ID: ITISKILL7463UL

Student Name: _____ Roll No: _____

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

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

2. What is 'informal communication'?

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

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

4. 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.

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

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

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

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

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

8. Which of the following statements shows good teamwork?

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

9. What is formal communication?

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

10. 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.

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

12. 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

13. 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

14. What is an example of formal written communication?

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

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

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

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

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

17. 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) Reasons why she is suitable for the role
- D) Her hobbies - cooking, gardening

18. 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) 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) I am too busy right now. Ask someone else.

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 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

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

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

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

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

22. What is workplace etiquette?

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

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) Yo, I'm Parmeet. Let's get started!
- D) Good morning/afternoon. I am Parmeet and I want to thank you for considering me for this role.

24. During a group project, one of your teammates is struggling to complete their assigned task. What should you do?

- A) Ignore their struggle and focus on your own tasks
- B) Criticize them for not being efficient
- C) Offer to help and support them to complete their task
- D) Complain to the teacher about their lack of contribution

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

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