

**Duration: 30 Mins**

**Total Marks: 20**

**Q.ID: ITISKILL82439D**

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

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

**Answer: B) Conflict and argument**

2. 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

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

3. 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

**Answer: A) Tap repeatedly on the desk**

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

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

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

5. What is workplace etiquette?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**13.** 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

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

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

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

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

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

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

**16.** 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

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

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

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

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

**18.** 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) Put her phone on silent mode and actively participate in the discussion
- C) Interrupt the speaker to share her thoughts
- D) Chat with her coworkers about non-work things

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

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

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

**Answer: D) All of these**

**20.** What is 'informal communication'?

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

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