

Duration: 120 Mins

Total Marks: 25

Q.ID: ITISKILL9279BY

1. 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) Interrupt the speaker to share her thoughts
- C) Put her phone on silent mode and actively participate in the discussion
- D) Continuously check her phone and respond to messages

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

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

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

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

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

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

Answer: B) Maintaining a clean workspace

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

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

Answer: C) Helps people work together better

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

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

Answer: A) Writing an impressive cover letter

6. 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) Thank everyone in your group for helping.
- C) Blame the group for any errors.
- D) Don't celebrate and start the next job.

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

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

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

Answer: B) Conflict and argument

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

- A) Hi, I'm Parmeet. Thanks for having me!
- B) Hey there! I'm Parmeet, nice to meet you!
- 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.

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

9. What is workplace etiquette?

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

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

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

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

Answer: B) Tap repeatedly on the desk

11. What is an example of formal written communication?

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

Answer: C) Writing an email to your manager

12. Which of the following statements shows good teamwork?

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

Answer: D) Working together towards a common goal

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

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

Answer: C) Dividing the text into shorter paragraphs

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

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

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

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

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

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

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

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

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

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

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

Answer: D) All of these

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

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

Answer: B) All of these

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

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

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

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

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| A) Uh, I guess I can do a little bit of everything. | B) I'm pretty good at a lot of things. |
| 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.

21. 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?

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

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

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

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

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

23. What is formal communication?

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

Answer: B) Official communication following a set of rules

24. 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 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?

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

25. What is 'informal communication'?

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

Answer: D) Casual conversations outside of official work arrangements
