

Duration: 120 Mins

Total Marks: 25

ID: ITISKILL9279BY

Student Name: _____ Roll No: _____

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

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

C) Ignore them and have your meal

D) Introduce yourself formally and inquire about their roles in the company

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

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

7. 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) All of these
C) Dividing the text into shorter paragraphs D) Long descriptions

3. 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) Hobbies, favorite foods, and personal interests D) Daily routine, favorite movies, and vacation plans

8. 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) Hi, I'm Parmeet. Thanks for having me!
C) Hey there! I'm Parmeet, nice to meet you! D) Yo, I'm Parmeet. Let's get started!

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

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

9. 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) Speak clearly and repeat the question. D) Sorry! I didn't understand. Could you please repeat the question?

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

10. What is 'informal communication'?

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

6. 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

11. 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

12. 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.

13. 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) Maintain a clean workspace
- C) Focus on tasks and avoid distractions from phone
- D) Tap repeatedly on the desk

14. 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) Ignore their struggle and focus on your own tasks
- C) Offer to help and support them to complete their task
- D) Complain to the teacher about their lack of contribution

15. What is an example of formal written communication?

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

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

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

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

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

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

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

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

20. Which of the following statements shows good teamwork?

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

21. What is formal communication?

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

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

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

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

24. What is workplace etiquette?

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

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

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