

Duration: 90 Mins

Total Marks: 70

Q.ID: ITISKILL94696F

1. Why is it good to think about what you learn?

- A) It's a good pastime. B) It helps remember and understand better.
C) None of these D) It improves handwriting.

Answer: B) It helps remember and understand better.

2. Which of the following behaviors is NOT a characteristic of a team player?

- A) Listening to teammates? B) Respecting different viewpoints
C) Willingness to help others D) Taking credit for others' work

Answer: D) Taking credit for others' work

3. What is a common reason for people to migrate for work?

- A) To spend time with family B) To learn new languages
C) To find better job opportunities D) To explore new places

Answer: C) To find better job opportunities

4. Reema works at restaurant. She wants to give her manager ideas to make the restaurant follow green practices. Which of these ideas should she offer?

- A) Delivering food in plastic packaging B) Providing lunch to the employees in disposable plates
C) Using steel plates and cups D) All of these

Answer: C) Using steel plates and cups

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

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

Answer: A) Conflict and argument

6. What is formal communication?

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

Answer: D) Official communication following a set of rules

7. Which of the following actions by Aisha during the team meeting show appropriate workplace etiquette?

- A) Interrupt the speaker to share her thoughts B) Chat with her coworkers about non-work things
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

8. When presenting your business plan, what should you do to engage and connect with the audience?

- A) Share a story or an experience that shaped your idea B) Repeat yourself multiple times
C) Avoid eye contact with the audience D) Practice until you can confidently present your plan

Answer: A) Share a story or an experience that shaped your idea

9. How can you become self-employed?

- A) All of these B) Use chats, local ads and ask friends to spread the word
C) Try your idea on a small scale D) Learn about the work, take small courses

Answer: A) All of these

10. What is a benefit of self-employment?

- A) Limited control over your tasks B) Monthly salary payment
C) Directly earning from your work D) Fixed working hours

Answer: C) Directly earning from your work

11. Rahul is applying for a job. Which of these documents should he attach to his job application email?

- A) Address Proof B) Birth certificate
C) Resume, Course and Training Certificates D) Photographs from childhood

Answer: C) Resume, Course and Training Certificates

12. What is a job portal?

- A) A building where you go to find work. B) A place where you can play games and talk to friends.

C) A website where companies post jobs and people can search and apply for them. D) A special room where job interviews happen online for them.

Answer: C) A website where companies post jobs and people can search and apply for them.

13. Which of the following statements shows good teamwork?

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

Answer: D) Working together towards a common goal

14. While thinking about learning, what are the questions you can ask yourself?

- A) All of these B) Was it easy or difficult to learn?
C) What did I learn? D) How can I learn better?

Answer: A) All of these

15. You are at work, and a coworker asks for your support/help with a task. How would you respond informally?

- A) I can help, but seriously, you don't even know this much? What's the problem? B) Sure, I can help. What do you need?
C) Could you please submit a formal request via email? D) I am too busy right now. Ask someone else.

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

16. You are working on a team project with tight deadlines. Your coworker falls ill, leaving their portion of the work incomplete. What should you do?

- A) Ask other team members for help and complete your coworker's task B) Complain your supervisor about the incomplete work
C) Criticise your coworker for not completing his work D) Keep working on your own tasks

Answer: A) Ask other team members for help and complete your coworker's task

17. What does working well together mean?

- A) Sharing ideas and listening B) Finding solutions together
C) Offering to help when someone needs it D) All of these

Answer: D) All of these

18. Amit's team is feeling low because of a failed project. As a leader, what should he do?

- A) Scold them B) Ignore his team members
C) Blame them for the failure D) Encourage learning from mistakes

Answer: D) Encourage learning from mistakes

19. Sanya has collected a lot of information from different websites for her new project. What should she do next to sort this information?

- A) Share all the information with her coworkers B) Keep the information in separate folders
C) Read through the information and mark the important points D) Mix up all the information

Answer: C) Read through the information and mark the important points

20. Venu is a fabric cutter. His team made a mistake in cutting cloth. What's a good way to handle it?

- A) Blame the person who cut the cloth B) Wait for someone else to solve it
C) Get angry and scold his team D) Discuss and find a way to fix it

Answer: D) Discuss and find a way to fix it

21. Imagine you are setting up a mobile repair shop. Which of the following is the most important for its success?

- A) Putting up flyers in the neighbourhood B) Picking the right shop name
C) Offering repair services at a higher price D) Setting up the shop in a busy area

Answer: D) Setting up the shop in a busy area

22. In a team where members have different ideas, and there is a disagreement in the team, what should be done?

- A) Choose one idea without discussion B) Discuss both ideas and find a way to make everyone agree
C) Let them argue D) Ask someone else to decide

Answer: B) Discuss both ideas and find a way to make everyone agree

23. Priya works at a factory where she operates a packaging machine. When the machine suddenly stops working, Priya quickly finds another way to do her work. Which self-management skill does Priya use?

- A) None of these B) Honesty and Integrity
C) Adaptability D) Conflict management

Answer: C) Adaptability

24. 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) Join the conversation and share his own opinion about the coworker D) Listen to the gossip

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

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

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

Answer: B) All of these

26. Before applying for a job, why is it important to check the skills required for a job?

- | | |
|-----------------------------------|--|
| A) To impress the interviewer. | B) It is not important to check the skills required for a job. |
| C) To chat with friends about it. | D) To be sure you can do the job well. |

Answer: D) To be sure you can do the job well.

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

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

Answer: A) Maintaining a clean workspace

28. 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) Maintain a clean workspace |
| C) Speak in a polite and clear manner | D) Tap repeatedly on the desk |

Answer: D) Tap repeatedly on the desk

29. When presenting your business plan, what can you do to help audience understand and believe in your product/service?

- | | |
|--------------------------------------|-----------------------------------|
| A) Tell a joke | B) Share overall business costs |
| C) Give demo of the product/ service | D) Repeat yourself multiple times |

Answer: C) Give demo of the product/ service

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

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

Answer: D) All of these

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

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

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

32. Sneha plans to move to a different city for work. What things should she think about before making this decision?

- | | |
|--|---|
| A) How much it will cost to travel and live there | B) If she can earn more money and save some too |
| C) If she can find a job that helps her learn and grow | D) All of these |

Answer: D) All of these

33. What does self-employment mean?

- | | |
|--|-------------------------------------|
| A) Working independently and earning directly from your work | B) Receiving a fixed monthly salary |
| C) Working for a single employer | D) Working part- time from home |

Answer: A) Working independently and earning directly from your work

34. When searching for new information on Google, why is it important to use the right words?

- | | |
|---|---|
| A) To find correct and useful information | B) To make the screen brighter |
| C) To learn a new language | D) To change the color of the search page |

Answer: A) To find correct and useful information

35. Rohan loves photography and dreams of starting his own photography business. What should Rohan do to start his self-employment journey?

- | | |
|--|--|
| A) Buy the latest photography equipment, even if it is beyond his budget | B) Start advertising his services without any planning |
| C) Learn more about photography and join a basic photography course | D) Take random pictures and share them online |

Answer: C) Learn more about photography and join a basic photography course

36. Your friend suggests going for a picnic. She asks you to bring disposable plates and cups. Which of the following actions shows your commitment to a green mindset?

- | | |
|---|---|
| A) Bring reusable plates and cups | B) Ignore the invite to the picnic |
| C) Say yes and bring disposable plates and cups | D) Bring green color disposable plates and cups |

Answer: A) Bring reusable plates and cups

37. Sia is applying for the electrician position, how should she start her email to the company?

- A) Write a short story about her hobbies. B) Attach her favorite photos.
- C) Start with a joke. D) Begin with a clear subject line and a polite greeting.

Answer: D) Begin with a clear subject line and a polite greeting.

38. When presenting your business plan to a potential investor, you should be clear about_____

- A) Initial investment required and breakdown of the costs B) Potential earnings
- C) Expected customer count D) All of these

Answer: D) All of these

39. 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) Reasons why she is suitable for the role
- C) Education details D) Salary expectations

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

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

- A) I am lost. Can you say it again? B) Speak clearly and repeat the question.
- C) Hey, can you repeat that? I wasn't paying attention 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?

41. What are green jobs?

- A) Jobs that ignore waste separation and recycling B) Jobs shared in green colours
- C) Jobs that harm the environment D) Jobs that conserve resources and help the environment

Answer: D) Jobs that conserve resources and help the environment

42. What is 'informal communication'?

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

Answer: C) Casual conversations outside of official work arrangements

43. What is an example of formal written communication?

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

Answer: D) Writing an email to your manager

44. Sunita has collected some information from the internet and sorted it. What is the best way for her to share it with her team?

- A) Print all the information and give it to the team members. B) Tell everything she read in detail
- C) Share only the main points clearly: Use simple words and pictures, if possible D) Talk only about the bad websites

Answer: C) Share only the main points clearly: Use simple words and pictures, if possible

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

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

Answer: A) Helps people work together better

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

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

47. Ravi has the following habits. Which of these is a green practice?

- A) Buying single- use plastic water bottles B) Buying unnecessary items
- C) Leaving lights and fans on when leaving a room D) Carrying a cloth bag to buy groceries

Answer: D) Carrying a cloth bag to buy groceries

48. What does migrating for work mean?

- A) Staying in the same place for work B) Moving to a different place to find a job
- C) Working from home D) Changing jobs within the same city

Answer: B) Moving to a different place to find a job

49. Arjun is applying for jobs on Naukri.com. Which of these should he do?

- A) Apply to all the jobs listed B) Select all the cities where jobs are available
- C) Ignore the job descriptions D) Match his skills with the job description

Answer: D) Match his skills with the job description

50. If you are trained as an electrician and want a job in Delhi, what should you type in the search box of a job portal?

- A) Delhi job
- B) Electrician training
- C) Electrician job
- D) Electrician jobs in Delhi

Answer: D) Electrician jobs in Delhi

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

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

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

52. Venu includes a clear subject in his email. Why is that important?

- A) None of these
- B) To show he has good English skills
- C) Email cannot be sent without a subject line
- D) To tell the company what the email is about

Answer: D) To tell the company what the email is about

53. Which of the following is NOT a green practice?

- A) Separate and recycle waste
- B) Grow plants wherever possible
- C) Ordering lunch delivered in plastic containers daily
- D) Using smart air conditioners to regulate temperature efficiently

Answer: C) Ordering lunch delivered in plastic containers daily

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

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

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

55. Which of the following is an example of self - employment?

- A) Driving for a taxi company
- B) Working full- time at a company
- C) Teaching subjects or skills as a personal tutor
- D) Being a student at a university

Answer: C) Teaching subjects or skills as a personal tutor

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

A) Applying for the job

B) Sending the resume to the employer

C) Writing an impressive cover letter

D) Preparing for interview

Answer: C) Writing an impressive cover letter

57. What is workplace etiquette?

A) Everyday manners outside of work

B) None of these

C) Casual behavior with colleagues

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

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

58. Which of the following best describes the self-management skill of reliability?

A) Not being honest with coworkers

B) Ignoring the needs of others

C) People always trust you to do your job well

D) Not completing tasks on time

Answer: C) People always trust you to do your job well

59. What should you always remember when creating your profile on a job portal?

A) To leave out important information

B) To include skills required for the job, even if you don't have them

C) To use a fake name

D) To always be truthful

Answer: D) To always be truthful

60. While working with your team on a project, one of your coworkers is finding it difficult to finish their job. What should you do in this situation?

A) Ignore their problem and focus on your own work.

B) Complain about them to the boss.

C) Finish their work for them.

D) Help and support them to finish their work.

Answer: D) Help and support them to finish their work.

61. Which of the following is a self-management skill?

A) Honesty and Integrity

B) All of these

C) Commitment

D) Adaptability and Flexibility

Answer: B) All of these

62. A green workplace_____.

A) uses less paper and energy- saving lights

B) uses disposable items and plastic water bottles

C) keeps the lights on all the time

D) ignores waste separation and recycling

Answer: A) uses less paper and energy- saving lights

63. Which of these situations shows people working well together as a team?

- A) A group sharing ideas and listening to each other
B) Two people arguing and not agreeing
C) One person doing all the work without any help from team members
D) None of these

Answer: A) A group sharing ideas and listening to each other

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

- 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

65. Simi is always trying out new ways to reuse the waste materials. She is the ____?

- A) Planner
B) Idea Person
C) Doer
D) Peacekeeper

Answer: B) Idea Person

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

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

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

67. Shyam works at a beauty salon. Which of these things at Shyam's salon is NOT good for the environment?

- A) Using paper cups for tea and water
B) Using reusable gloves instead of single-use plastic ones
C) Disposing hair waste after haircuts in an environment friendly way
D) Using safe and biodegradable cleaning materials for the floor

Answer: A) Using paper cups for tea and water

68. Anita is going to the bank today to ask for a loan. She has prepared a business plan. Which of the following will make her business plan strong?

- A) None of these
B) Challenges her business might face along with solutions for them
C) Have only the idea and name of her business
D) Total cost of starting her business without any details

Answer: B) Challenges her business might face along with solutions for them

69. Imagine you are starting a bakery business. What would you focus on first in your business plan?

- A) Planning how to advertise the bakery on social media
B) Calculating how much money you need to start the business
C) Figuring out how the business will grow
D) Selecting a catchy name for the bakery

Answer: B) Calculating how much money you need to start the business

70. Mehul is making a plan for his business. Which of the following is NOT included in a business plan?

- A) Future growth strategies
B) Personal interests and hobbies
C) Startup costs
D) Business idea

Answer: B) Personal interests and hobbies