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Question Paper

Duration: 90 Mins

Total Marks: 70

ID: ITISKILL94696F

Student Name: _____ Roll No: _____

1. 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

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

3. 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) Finish their work for them.
- B) Complain about them to the boss.
- C) Help and support them to finish their work.
- D) Ignore their problem and focus on your own work.

4. When presenting your business plan to a potential investor, you should be clear about _____

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

5. What does migrating for work mean?

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

6. A green workplace _____.

- A) keeps the lights on all the time
- B) uses less paper and energy- saving lights

C) uses disposable items and plastic water bottles

D) ignores waste separation and recycling

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

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

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

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

9. What is a benefit of self-employment?

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

10. What is a job portal?

- A) A website where companies post jobs and people can search and apply for them.
- B) A special room where job interviews happen online.
- C) A place where you can play games and talk to friends.
- D) A building where you go to find work.

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

- A) To leave out important information
- B) To use a fake name
- C) To always be truthful
- D) To include skills required for the job, even if you don't have them

12. What does self-employment mean?

- A) Working part- time from home
- B) Receiving a fixed monthly salary

C) Working for a single employer

D) Working independently and earning directly from your work

C) Driving for a taxi company

D) Teaching subjects or skills as a personal tutor

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

A) Honesty and Integrity
C) Commitment

B) All of these
D) Adaptability and Flexibility

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

A) Repeat yourself multiple times
C) Give demo of the product/ service

B) Tell a joke
D) Share overall business costs

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

A) Talking loudly on the phone
C) Interrupting others during meetings

B) Maintaining a clean workspace
D) Being late to work regularly

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

A) Sharing ideas to help the team work faster
C) Not listening to his teammates ideas and opinions

B) Getting angry when others don't listen
D) Thinking he can never make a mistake

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

A) Creates a strict environment at work
C) Makes people talk less

B) Makes things more official at work
D) Helps people work together better

18. 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.
C) Share only the main points clearly: Use simple words and pictures, if possible

B) Talk only about the bad websites
D) Tell everything she read in detail

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

A) Being a student at a university

B) Working full- time at a company

20. 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
C) Adaptability

B) Honesty and Integrity
D) Conflict management

21. 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) Complain your supervisor about the incomplete work
C) Criticise your coworker for not completing his work

B) Ask other team members for help and complete your coworker's task
D) Keep working on your own tasks

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

A) Blame the group for any errors.
C) Say you did everything and don't praise others.

B) Thank everyone in your group for helping.
D) Don't celebrate and start the next job.

23. What is 'informal communication'?

A) All verbal communication
C) Casual conversations outside of official work arrangements

B) Talking at official meetings
D) Official communication following a set of rules

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

A) Speak in a polite and clear manner
C) Maintain a clean workspace

B) Focus on tasks and avoid distractions from phone
D) Tap repeatedly on the desk

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

A) Sending the resume to the employer
C) Applying for the job

B) Preparing for interview
D) Writing an impressive cover letter

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

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

B) I can help, but seriously, you don't even know this much? What's the problem?

C) Could you please submit a formal request via email?

D) Sure, I can help. What do you need?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

36. Which of the following statements shows good teamwork?

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

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

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

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

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

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

40. 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) Her hobbies - cooking, gardening |
| C) Education details | D) Reasons why she is suitable for the role |

41. 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) Challenges her business might face along with solutions for them
B) Total cost of starting her business without any details

C) None of these
D) Have only the idea and name of her business

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

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

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

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

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

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

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

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

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

A) Not completing tasks on time
B) People always trust you to do your job well
C) Not being honest with coworkers
D) Ignoring the needs of others

47. 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) Discuss and find a way to fix it
C) Wait for someone else to solve it
D) Get angry and scold his team

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

A) To tell the company what the email is about
B) Email cannot be sent without a subject line

C) None of these
D) To show he has good English skills

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

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

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

51. What are green jobs?

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

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

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

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

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

54. 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

55. 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 neighborhood
B) Offering repair services at a higher price
C) Picking the right shop name
D) Setting up the shop in a busy area

56. What is workplace etiquette?

A) None of these
B) Proper behavior in the workplace based on respect and professionalism

C) Casual behavior with colleagues

D) Everyday manners outside of work

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

A) If she can earn more money and save some too

B) How much it will cost to travel and live there

C) All of these

D) If she can find a job that helps her learn and grow

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

A) A group sharing ideas and listening to each other

B) None of these

C) Two people arguing and not agreeing

D) One person doing all the work without any help from team members

59. 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

60. 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) Begin with a clear subject line and a polite greeting.

C) Attach her favorite photos.

D) Start with a joke.

61. What is formal communication?

A) Talking with friends and family

B) Casual chatting on social media

C) Official communication following a set of rules

D) All written communication

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

A) Calculating how much money you need to start the business

B) Planning how to advertise the bakery on social media

C) Figuring out how the business will grow

D) Selecting a catchy name for the bakery

63. What does working well together mean?

A) Finding solutions together

B) Offering to help when someone needs it

C) Sharing ideas and listening

D) All of these

64. 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) Electrician jobs in Delhi

B) Electrician training

C) Delhi job

D) Electrician job

65. How can you become self-employed?

A) Learn about the work, take small courses

B) Use chats, local ads and ask friends to spread the word

C) Try your idea on a small scale

D) All of these

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

A) Discuss both ideas and find a way to make everyone agree

B) Choose one idea without discussion

C) Let them argue

D) Ask someone else to decide

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

A) None of these

B) It's a good pastime.

C) It improves handwriting.

D) It helps remember and understand better.

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

A) To find better job opportunities

B) To spend time with family

C) To explore new places

D) To learn new languages

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

A) Business idea

B) Personal interests and hobbies

C) Startup costs

D) Future growth strategies

70. 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) Hi, I'm Parmeet. Thanks for having me!

D) Hey there! I'm Parmeet, nice to meet you!