



Selvam College of Technology



An Autonomous Institution

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An ISO 9001:2015 Certified Institution, Approved by AICTE New Delhi, Affiliated to Anna University-Chennai
PONNUSAMY NAGAR, SALEM ROAD(NH-44), NAMAKKAL-637003. TAMILNADU.
Mobile: 9942099122, 9942099109, Web: www.selvamtech.edu.in

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|---------------------------|-------------------------------------|------------------------|--------------|
| Name of the Bundle | Proficient Bundle V1 | Subject | Soft Skills |
| Topic | Professional manners and etiquettes | Last updated on | 11 July 2025 |

Multiple Choice Questions on Professional manners and etiquettes.

1. _____ is a set of rules that one should follow in society.

- a. Social etiquette
- b. Interview etiquette
- c. Meeting etiquette
- d. Telephone etiquette

Ans: a. Social etiquette

2. _____ refers to codes of conduct that an individual must follow while appearing for interviews.

- a. Social etiquette
- b. Interview etiquette
- c. Meeting etiquette
- d. Telephone etiquette

Ans: b. Interview etiquette

3. _____ refers to the style one needs to adopt when attending meetings, seminars, or presentations.

- a. Social etiquette
- b. Interview etiquette
- c. Meeting etiquette
- d. Telephone etiquette

Ans: c. Meeting etiquette



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4. We should never enter a meeting room without a _____ and _____.

- a. laptop, charger
- b. notepad, pen
- c. phone, water bottle
- d. paper, bills

Ans: b. notepad, pen

5. In a professional setting, how should you address someone you've just met?

- a. Use their first name immediately
- b. Wait for them to introduce themselves first.
- c. Use formal titles like Mr. or Ms.
- d. Use a nickname for friendliness

Ans: c. Use formal titles like Mr. or Ms.

6. According to meeting etiquette, what should you do when someone else is speaking?

- a. Interrupt to share your point of view
- b. Start checking your phone
- c. Listen to what the other person has to say
- d. Talk to the person next to you

Ans: c. Listen to what the other person has to say

7. Which of the following options is generally considered professional attire?

- a. Bright red
- b. Pink
- c. Neon green
- d. Navy blue

Ans: d. Navy blue

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8. For women, what type of accessories is appropriate in a professional setting?

- a. Minimal jewellery
- b. Large statement jewellery
- c. No accessories
- d. Bright and flashy accessories

Ans: a. Minimal jewellery

9. What is the acceptable level of grooming for facial hair in a professional environment?

- a. Styled with intricate designs
- b. Long and unshaven
- c. Clean-shaven or neatly trimmed
- d. Colored in unconventional shades

Ans: c. Cleanly-shaved or neatly trimmed

10. What does telephone etiquette include?

- a. Writing emails professionally
- b. Behaving politely during in-person meetings
- c. Using proper manners during phone conversations
- d. Sending text messages with correct grammar

Ans: c. Using proper manners during phone conversations



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11. Which of the following is a common mistake to avoid during a handshake?

- a. Making eye contact
- b. Smiling and nodding
- c. Offering a tight grip
- d. Saying "Hello" before the handshake

Ans: c. Offering a tight grip

12. What does good posture contribute to in a professional setting?

- a. Confidence and professionalism
- b. Physical discomfort
- c. Confusion
- d. Boredom

Ans: a. Confidence and professionalism

13. How should you sit in a chair to maintain proper posture?

- a. Slouched with crossed legs
- b. Leaning far back with arms crossed
- c. Upright with feet that are flat on the floor
- d. Lying down for comfort

Ans: c. Upright with feet that are flat on the floor

14. Body language is a form of_____.

- a. verbal communication
- b. non-verbal communication
- c. written communication
- d. visual communication

Ans: b. non-verbal communication

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15. What should be the subject of an email?

- a. Lengthy
- b. Leave it blank
- c. Clear and concise
- d. Personal greetings

Ans: c. Clear and concise

16. Which of the following is considered unprofessional in an email communication?

- a. Using emojis
- b. Clear, professional subject line
- c. Including a proper greeting and closing
- d. Proofreading before sending

Ans: a. Using emojis

17. What should be the tone of a professional email?

- a. Casual and informal
- b. Angry and confrontational
- c. Humorous and sarcastic
- d. Formal and polite

Ans: d. Formal and polite

18. What should you avoid while writing the body of an email?

- a. Providing clear and concise information
- b. Using slang language that the recipient may not understand
- c. Proofreading for errors
- d. Keeping the message focused and on-topic

Ans: b. Using slang language that the recipient may not understand

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19. Which of the following is an example of a good email closing for a professional email?

- a. Yours lovingly
- b. See you
- c. kind regards
- d. Cheers

Ans: c. kind regards

20. Which of the following is a positive non-verbal cue in a professional setting?

- a. Crossing arms
- b. Maintaining eye contact
- c. Avoiding direct communication
- d. Fidgeting with a pen

Ans: b. Maintaining eye contact

21. In a professional presentation, what should the speaker's body language convey?

- a. Confidence
- b. Boredom
- c. Indifference
- d. Discomfort

Ans: a. Confidence

22. Which body language cue is associated with a defensive or closed-off posture?

- a. Open palms
- b. Arms crossed
- c. Leaning forward
- d. Maintaining eye contact

Ans: b. Arms crossed

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23. What does professional etiquette primarily refer to?

- a. Personal grooming
- b. Dress code
- c. Good manners and behaviour in a work environment
- d. Speaking

Ans: c. Good manners and behaviour in a work environment

24. What is the proper way to open a door when entering a room?

- a. Slam the door for impact
- b. Kick the door open for a dramatic entrance
- c. Ignore the door, someone else will open it for you
- d. Knock the door and open the door gently

Ans: d. Knock the door and open the door gently

25. In a formal setting, when should you start eating your meal?

- a. After everyone has been served
- b. As soon as the food arrives
- c. When you feel hungry
- d. Whenever you like

Ans: a. After everyone has been served

26. What type of belt is generally appropriate for men to wear with formal business attire?

- a. Bright and colorful
- b. Wide and flashy
- c. Simple and classic
- d. No belt needed

Ans: c. Simple and classic



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27. What is a common guideline for grooming in a professional setting?

- a. Messy hair
- b. Heavy cologne or perfume
- c. Neat and clean appearance
- d. Overgrown facial hair

Ans: c. Neat and clean appearance

28. What does active listening involve?

- a. Focusing and understanding the speaker
- b. Speaking loudly
- c. Responding immediately
- d. Interrupting frequently

Ans: a. Focusing and understanding the speaker

29. Facial expressions are a part of _____.

- a. Visual communication
- b. Informal communication
- c. Verbal communication
- d. Body language

Ans: d. Body language

30. Which of the following is NOT a form of non-verbal communication?

- a. Eye contact
- b. Posture
- c. Notes making
- d. Facial expressions

Ans: c. Notes making



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31. The tone of the speaker should be ____.

- a. loud
- b. clear
- c. low
- d. harsh

Ans: b. clear

32. What is the correct definition of posture?

- a. The way a person talks
- b. The flexibility of the spine
- c. The ability to lift heavy objects
- d. An attitude or position of the body

Ans: d. An attitude or position of the body

33. What is the correct position of the shoulders in good posture?

- a. Rounded forward
- b. Relaxed and pulled back
- c. Tense and elevated
- d. Slouched downward

Ans: b. Relaxed and pulled back

34. What does slouching posture convey in body language?

- a. Confidence
- b. Laziness
- c. Professionalism
- d. Assertiveness

Ans: b. Laziness

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38. What is a positive attribute related to behavior at a professional place?

- a. Unwillingness to help
- b. Disrespecting others' opinions
- c. Willingness to help
- d. Ignoring working hours

Ans: c. Willingness to help

39. Which colors are recommended as professional choices in the dress code?

- a. Red, green, yellow
- b. Black, white, blue
- c. Pink, orange, purple
- d. All bright colors

Ans: b. Black, white, blue

40. What is an essential quality related to behavior in a professional setting?

- a. Unwillingness to help
- b. Disrespecting others' opinions
- c. Being honest
- d. Ignoring working hours

Ans: c. Being honest

41. Which of the following is a part of telephone etiquette?

- a. Cooking during a call
- b. Interrupting frequently
- c. Speaking calls politely
- d. Ignoring the caller

Ans: c. Speaking calls politely

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42. What is the main purpose of bathroom etiquette?

- a. To reduce water usage
- b. To decorate the bathroom
- c. To ensure respectful and hygienic use of toilet facilities
- d. To promote bathroom singing

Ans: c. To ensure respectful and hygienic use of toilet facilities

43. Bathroom etiquette helps to create what kind of environment?

- a. Competitive
- b. Pleasant and respectful
- c. Noisy and fun
- d. Private

Ans: b. Pleasant and respectful

44. Before sending an email, you should ____

- a. only check the subject line
- b. immediately press send
- c. proofread the email
- d. forward it to everyone

Ans: c. proofread the email

45. Which of the following shows good email etiquette?

- a. Responding after a week
- b. Using all capital letters
- c. Responding in a timely manner
- d. Ignoring CC recipients

Ans: c. Responding in a timely manner

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46. What is the purpose of using "Kindly" and "Thank you" in emails?

- a. To make the email longer
- b. To sound more polite and professional
- c. To confuse the reader
- d. To avoid a formal tone

Ans: b. To sound more polite and professional

47. Why is it important to use a clear, professional subject line?

- a. It helps the recipient quickly understand the email's content.
- b. It is only necessary for formal emails.
- c. It prevents the email from going to spam.
- d. It is not as important as the email body.

Ans: a. It helps the recipient quickly understand the email's content.

48. Why should you proofread every email you send?

- a. To ensure clarity and accuracy.
- b. It is primarily for stylistic improvements.
- c. It helps in compressing the email size.
- d. It is only required for long emails.

Ans: a. To ensure clarity and accuracy.

49. Why should we learn body language etiquette?

- a. To impress others
- b. To avoid making others uncomfortable
- c. To talk without speaking
- d. To make funny gestures

Ans: b. To avoid making others uncomfortable

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