



Name of the Bundle	Proficient Bundle V2	Subject	Corporate Skills
Topic	Professional manners and etiquettes	Last updated on	05 March 2024

Multiple Choice Questions on Professional manners and etiquettes.

Choose the correct option for each question.

- _____ is a set of rules that one should follow in society.
 - Social etiquette
 - Interview etiquette
 - Meeting etiquette
 - Telephone etiquette

Ans: a. Social etiquette

- _____ refers to codes of conduct that an individual must follow while appearing for interviews.
 - Social etiquette
 - Interview etiquette
 - Meeting etiquette
 - Telephone etiquette

Ans: b. Interview etiquette

- _____ refers to the style one needs to adopt when he/she is attending any meeting, seminar, presentation and so on.
 - Social etiquette
 - Interview etiquette
 - Meeting etiquette
 - Telephone etiquette

Ans: c. Meeting etiquette



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4. We should never enter a meeting room without a _____ and _____.
- laptop, charger
 - notepad, pen
 - phone, water bottle
 - paper, bills

Ans: b. notepad, pen

5. In a professional setting, how should you address someone you've just met?
- Use their first name immediately
 - Wait for them to introduce themselves first.
 - Use formal titles like Mr. or Ms.
 - Use a nickname for friendliness

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

6. In a team meeting, what is the importance of active listening?
- It is not important; multitasking is more efficient
 - To understand and respond appropriately to others contributions
 - To dominate the conversation
 - To focus solely on your own

Ans: b. To understand and respond appropriately to others contributions

7. Which of the following colors is generally considered professional attire?
- Bright red
 - Hot pink
 - Neon green
 - Navy blue

Ans: d. Navy blue



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

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

Ans: a. Minimal and understated jewellery

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

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

Ans: c. Cleanly-shaved or neatly trimmed

10. _____ refers to the way an individual should speak on the phone.

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

Ans: d. Telephone etiquette



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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. Anything
- b. Leave it blank
- c. Clear and concise summary of the email content
- d. Personal greetings

Ans: c. Clear and concise summary of the email content

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 affectionately
- b. See ya
- c. Best regards
- d. Cheers

Ans: c. Best regards

20. Which of the following is an example of a good email salutation for a formal email?

- a. Hey
- b. Hi
- c. Dear Mr. Smith
- d. Hey

Ans: c. Dear Mr. Smith

21. 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

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

- a. Confidence, enthusiasm, and engagement
- b. Boredom
- c. Indifference
- d. Discomfort

Ans: a. Confidence, enthusiasm, and engagement



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23. 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

24. 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

25. If higher officials ask you to sit, how should you respond?

- a. Decline the offer to appear humble
- b. Politely accept the offer and thank them
- c. Ignore the offer and stand throughout the meeting
- d. Sit without acknowledging the offer

Ans: b. Politely accept the offer and thank them

26. 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



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

- After everyone has been served
- As soon as the food arrives
- When you feel hungry
- Whenever you like

Ans: a. After everyone has been served

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

- Bright and colorful
- Wide and flashy
- Simple and classic
- No belt needed

Ans: c. Simple and classic

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

- Messy hair
- Heavy cologne or perfume
- Neat and clean appearance
- Overgrown facial hair

Ans: c. Neat and clean appearance

30. What does active listening involve?

- Focusing and understanding the speaker
- Speaking loudly
- Responding immediately
- Interrupting frequently

Ans: a. Focusing and understanding the speaker

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31. Facial expressions are a part of _____.

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

Ans: d. Body language

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

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

Ans: c. Notes making

33. The tone of the speaker should be _____.

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

Ans: b. clear

34. A good posture indicates_____.

- a. confident attitude
- b. nervousness
- c. arrogance
- d. shyness

Ans: a. confident attitude



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35. 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 body

Ans: d. An attitude or position of body

36. 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

37. What does slouching posture convey in body language?

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

Ans: b. Laziness

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



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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