



Student Name: _____

Class: _____

Student ID: _____

Date: {{DATE}}

Assessment Details

Duration: 30 minutes	Total Marks: 40
Topics Covered:	• Maintaining Professionalism • Recovering from Embarrassing Moments • Effective Communication

Instructions to Students:

1. Read all questions carefully before attempting.
2. Show all working out - marks are awarded for method.
3. Write your answers in the spaces provided.
4. If you need more space, use the additional pages at the end.
5. Time management is crucial - allocate approximately 1 minute per mark.

Section A: Multiple Choice [10 marks]

Question 1

[1 mark]

What is the primary reason for maintaining professionalism in the workplace?

A) To avoid conflict with colleagues

B) To build trust with supervisors and clients

C) To increase job security

D) To reduce stress

Question 2

[1 mark]

Which of the following is an effective strategy for recovering from an embarrassing moment in the workplace?

A) Ignoring the situation and hoping it goes away

B) Apologizing and explaining the situation

C) Blaming someone else for the mistake

D) Taking a break to calm down

Question 3

[1 mark]

What is the most important aspect of effective communication in difficult interactions with colleagues and supervisors?

A) Being assertive and direct

B) Being empathetic and understanding

C) Being clear and concise

D) Being aggressive and confrontational

Question 4

[5 marks]

Describe a situation where you had to recover from an embarrassing moment in a professional setting. How did you handle it, and what did you learn from the experience?

Question 5

[5 marks]

What are some strategies for maintaining professionalism in awkward workplace situations, and how can you apply them in your own work environment?

Question 6

[10 marks]

You accidentally send a confidential email to the wrong person in the company. What would you do to recover from this situation, and how would you prevent it from happening again in the future?

Question 7

[5 marks]

You are working on a team project, and one of your colleagues is not pulling their weight. How would you approach the situation, and what strategies would you use to effectively communicate with your colleague and supervisor?

Additional Space for Answers

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