

## Multiple Choice

1. Which sentence is a clearer question at work?
  - A) “This box?”
  - B) “Is this the package for aisle 4?”
  - C) “That one?”
  - D) “Package?”
2. Why is it helpful to repeat key details when answering?
  - A) It shows you are confused.
  - B) It helps confirm information and avoids mistakes.
  - C) It wastes time.
  - D) It makes the conversation longer.
3. What should you do if you don’t understand instructions?
  - A) Pretend you understand.
  - B) Ask for clarification.
  - C) Walk away.
  - D) Wait for someone else to solve it.
4. Which quality is emphasized for workplace questions?
  - A) Loudness
  - B) Politeness and clarity
  - C) Speed only
  - D) Joking tone