

PRE-EXAMINATION BOOKLET

FOR

SECRETARY TO THE CHIEF

ENTRANCE-LEVEL EXAMINATION



PREPARED BY
OFFICE OF STATE EXAMINER
MUNICIPAL FIRE AND POLICE CIVIL SERVICE
TEST DEVELOPMENT AND RESEARCH DIVISION

DO NOT BRING THIS BOOKLET TO THE EXAM SITE

TABLE OF CONTENTS

<u>INTRODUCTION:</u>	<u>PAGE</u>
----------------------	-------------

About the Examination	2
-----------------------	---

Test Content Table	2
--------------------	---

PART 1

DIRECTIONS FOR TAKING THE SECRETARY EXAMINATION:

How to Take a Written Test	3
----------------------------	---

Helpful Study Hints	3 & 4
---------------------	-------

About the Answer Sheet	4
------------------------	---

How to Use the Answer Sheet	5
-----------------------------	---

PART 2

SAMPLE SECRETARY TO THE CHIEF EXAMINATION:

Questions by Subject Area:

Filing	7
------------------	---

English Grammar, Word Usage, Punctuations, and Letter Forms	8
---	---

Resource Materials	9
------------------------------	---

Mathematics	9
-----------------------	---

Office Practices and Procedures	10
---	----

Reading Comprehension	10
---------------------------------	----

Following Written Directions	11
--	----

Public Relations	11
----------------------------	----

Proof Reading	12
-------------------------	----

Sample Answer Sheet	13 & 14
-------------------------------	---------

Answers	15
-------------------	----

SECRETARY TO THE CHIEF
STUDY GUIDE

This booklet contains important facts about the Civil Service examination administered by this office for Secretary to the Chief. Read it carefully to learn what the examination is like. The examination is one of several steps involved in the selection of candidates for Secretary to the Chief in the Fire/Police department.

This examination will consist of 120 multiple-choice questions. The time allowed to take the examination is 2 hours and 15 minutes. Since no specialized education or experience is required to qualify for this position, the exam is designed primarily to determine the candidate's ability to learn the job. Common types of questions on the exam are listed in Part 2 of this booklet with a with a general description of the test and samples of the types of questions used.

This sample exam is designed to show the types and variety of questions which will be encountered on the actual exam. The sample directions which follow are designed to illustrate the difficulty of the actual exam questions. The correct answers to the sample questions in this study guide begin on page.... You should make every effort to answer the questions on your own before reviewing the correct answers.

Test papers are graded by the Office of State Examiner in Baton Rouge. The results are sent to the Fire and Police Civil Service Board in the jurisdiction that gave the exam. Each applicant receiving a passing score of 75 or higher will have their name placed on an employment eligibility list for consideration whenever there is an opening in the department.

The following table shows each subject area with the number and percentage of questions in each area.

TEST CONTENT TABLE

SUBJECT AREA	NUMBER OF QUESTIONS	PERCENTAGE OF EXAM
Filing	17	14%
English Grammar, Word Usage, Punctuation, and Letter Forms	30	25%
Resource Materials	10	8%
Mathematics	6	5%
Office Practices and Procedure	8	7%
Reading Comprehension	10	8%
Following Written Directions	10	8%
Public Relations	9	8%
Proofreading	20	17%
Totals	120	100%

DIRECTIONS FOR TAKING THE SECRETARY TO THE CHIEF EXAMINATION

HOW TO TAKE THE WRITTEN TEST

- 1. Know the Rules.** The Examiner will be the person in charge of the exam. Listen carefully when he/she gives the test instructions. If you have any questions, ask the Examiner. There may be others who have the same questions but are afraid to ask. You will not be allowed to use a calculator for the test.
- 2. Budget Your Time.** Before you begin the test look it over and decide how much time you can spend on each section. Do not waste much time trying to answer the questions you find hard, since this may not leave you enough time to do the easier ones. All questions are counted the same. That means you get the same credit for correctly answering the easy questions as you do for answering the hard questions. Therefore, answer the easier ones first, then go back to the harder ones if you have the time. The Examiner will notify you after you have been working for one hour and when the exam time has 15 minutes remaining. Use this to help pace yourself.
- 3. Read the Question Carefully.** Read all of the questions carefully. Do not assume to know what a question is asking after reading the first few words. Read the entire question then all of the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all of the choices, so read them all.
- 4. Set Aside Wrong Choices.** If you are not sure which answer is correct, eliminate the ones you know are wrong. If you can narrow down the number of choices, you will increase the chances of answering the question correctly.
- 5. Answer All Questions.** Your test score will be based upon the number of questions you answer correctly. As you will not be penalized for guessing, you should mark an answer to each question. Even if you are not absolutely sure of the right answer, take a guess.
- 6. Check Your Answer Sheet Often.** The questions on the answer sheet are in columns. Look over the answer sheet before beginning the test. If you have any questions, ask the Examiner before you start. While taking the test, check your answer sheet every few questions to be sure that you are using the right number to mark your answer. Be particularly careful if you skip questions.

- 7. Do Not Write in the Test Booklet.** Scratch paper will be provided. You may do any figuring or make any notes on the blank scratch sheet of paper provided with the examination materials. Do not mark in the test booklet or make stray marks on your answer sheet.
- 8. Do Your Own Work.** Rely on your own ability. Test takers who are caught copying are disqualified. Besides, your neighbor may not know as much as you do.
- 9. Check Your Work.** After you have answered all of the questions on the test, check your work. Have you answered all the questions you were supposed to? Make sure you have marked the answer sheet properly. When you review the answer sheet, do not look for patterns in the order of answer choices. Tests are not designed to have patterns for correct answers.

Generally, any authoritative text that includes chapters or sections covering the subject areas listed would be helpful in preparing for the exam. Some knowledge required for the exam will have been gained simply from past secretarial and/or clerical experience or training. You may want to plan your study time in such a way that you concentrate on the subject areas with which you are least familiar. Also, keep in mind the number of questions in each subject area as a guideline in determining the amount of study time to devote to each area.

ABOUT THE SPECIAL ANSWER SHEET

You will record your answers on a separate sheet rather than directly into the test booklet. Because your answer sheet will be scored by machine, it is important that you make sure you record each of your answers in pencil in the right place. If you do not completely fill the oval with your mark, the machine will not know what you mean and will score your answer for that item as "wrong" whether it really is or not. Check frequently to see that the number next to the answer space is the the same as the number of the question that you are answering. The test questions will have four possible answer choices (1, 2, 3, or 4). If you change your mind about the answer to a question, erase your first answer thoroughly and record your new answer.

A page of instructions containing directions on how to mark the special answer sheet and a sample answer sheet are on the following pages of this booklet. Read the page of instructions carefully then answer the sample questions in Part II of this booklet. Use the sample answer sheet on pages ? and ?. These questions are typical of the ones you will encounter on the test. Compare your answers with the correct answers starting on page ?.

HOW TO USE THE SPECIAL ANSWER SHEET FOR THE WRITTEN EXAMINATION

The front side of the answer sheet requires that you print information in blocks. After you have printed the required information in the blocks, you must also fill in the oval in the vertical column below each block which corresponds to the letter or number in the block. A sample sheet appears on page ? and ? of this booklet for you to familiarize yourself with the form.

The box below is an example on how each oval should be filled in.

IMPORTANT				
← THE NO. 2 PENCIL ONLY →				
• EXAMPLE: ① ② ③ ④ ⑤				
• ERASE COMPLETELY TO CHANGE				

The first row of boxes is for your name. In the example below, the applicant John E. Smith, entered his name by placing one letter in each box and skipping a space between each name. Once his name was correctly printed in the boxes, the oval in the column corresponding the printed letter was darkened.

2														
LAST NAME, FIRST NAME, MIDDLE INITIAL (Please leave a blank space between each name.)														
S	M	I	T	H		J	O	H	N		E			
A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
B	B	B	B	B	B	B	B	B	B	B	B	B	B	B
C	C	C	C	C	C	C	C	C	C	C	C	C	C	C
D	D	D	D	D	D	D	D	D	D	D	D	D	D	D
E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
G	G	G	G	G	G	G	G	G	G	G	G	G	G	G
H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
J	J	J	J	J	J	J	J	J	J	J	J	J	J	J
K	K	K	K	K	K	K	K	K	K	K	K	K	K	K
L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
T	T	T	T	T	T	T	T	T	T	T	T	T	T	T
U	U	U	U	U	U	U	U	U	U	U	U	U	U	U
V	V	V	V	V	V	V	V	V	V	V	V	V	V	V
W	W	W	W	W	W	W	W	W	W	W	W	W	W	W
X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Practice recording the required information on the answer sheet by recording your name in the correct spaces on the front of the sample answer sheet on page ?.

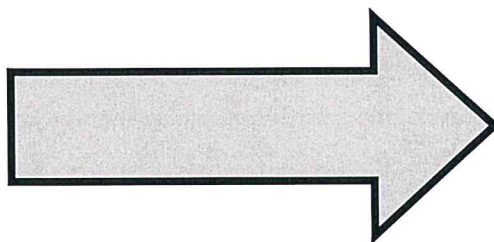
On the back of the answer sheet is Block Number 12 where the answers will be recorded. This will be found on page ?.

Mark only one answer for each question number. It is important to make your mark dark and that you completely fill the oval with your mark. In the example below, answer "3" was chosen as the correct answer and the oval for "3" was filled in.

3	①	②	③	④	⑤
---	---	---	---	---	---

Erase your original make completely to change your answer. Any oval that is not completely filled, that is marked too lightly, or has not been sufficiently erased, will be counted as an incorrect response by the grading machine.

Please continue on
the facing page.



PART II

SAMPLE
SECRETARY TO THE CHIEF
EXAMINATION

NOTE: PLEASE REMOVE THE SAMPLE ANSWER SHEET ON PAGES ? AND ? FROM THIS BOOKLET BEFORE YOU BEGIN THE SAMPLE EXAMINATION.

SAMPLE EXAMINATION

FILING:

This section includeds several different exercises in arranging words and names alphabetically and arranging numbers and dates chronologically.

1. Select the name which would be filed LAST if filed in alphabetical order.

1. Ernie P. Jones
2. Ernest C. Jenkins
3. Erma T. Jones
4. Ernest G. James

In order to answer the following questions list these word in alphabetical order on your scratch paper.

wedges	blocks	plates	bolts
blades	blankets	pipes	pliers
valves	cables	helmets	plasma

2. If the items above were arranged in alphabetical order, the second item on the list would be

1. blades.
2. blocks.
3. blankets.
4. bolts.

This section includes exercises in recognizing grammatical errors, correct word usage, correct punctuation, and standard letter form and construction.

3. In the following groups of sentences, select the one sentence that is grammatically incorrect. Mark the answer sheet with the number of the incorrect sentence.

1. The days are warm; however, the nights are cool.
2. It should be called to his attention.
3. The girl was an unusually beautiful child.
4. He performed the job easy and quick.

Mark the answer sheet with the corresponding number for the correct word.

4. _____ of the clerks was instructed to do his own work.

1. All
2. Several
3. Some
4. Each

5. Select the only sentence that is punctuated CORRECTLY.

1. The student who wins first place in the essay contest will also be awarded a scholarship to the State University.
2. The student, who wins first place in the essay contest, will also be awarded a scholarship to the State University.
3. The student who wins first place in the essay contest will, also, be awarded a scholarship to the State University.
4. The student who wins first place in the essay contest will also, be awarded a scholarship to the State University.

6. The address on a No. 10 envelope should be typed

1. 4" from the left margin and 2 1/2" from the top.
2. 3" from the left margin and 3" from the top.
3. 3" from the left margin and 2" from the top.
4. 4" from the left margin and 2" from the top.

RESOURCE MATERIALS:

TELEPHONE DIRECTORY

The basic rules for alphabetizing are generally followed by telephone companies in compiling their directories. There are however, certain exceptions that are observed in organizing them. The exceptions to the rules are listed below:

ALPHABETIZING RULES:

1. Names that can be spelled as either one word or two are treated as spelled by the telephone company customer. For example, "South Park" precedes "Southpark."
2. Single letters other than abbreviations are considered as separate units.
3. The letter "s" after an apostrophe is considered in alphabetizing a directory.
4. The articles "a" or "an" are considered the same as any other word.

7. Using the rules above, select the answer that corresponds to the correct order in which the itmes would appear in the directory.

- A. Aaron N. Smyth
- B. Aaron M. Smith
- C. Alex S. Smith

1. C, B, A
2. C, A, B
3. B, C, A
4. A, B, C

MATHEMATICS:

This section includes questions with basic mathematical computations, seeting of typewriter tabs, and "centering" exercises.

8. A department pays traveling expenses of \$00.15 a mile for transportation, \$30 a night for lodging, and \$15 a day for meals. How much will be paid for a 300 mile trip requiring one day and one night?

1. \$135.00
2. \$105.00
3. \$ 90.00
4. \$49.00

OFFICE PRACTICES AND PROCEDURES:

This section includes questions on proper office telephone practices, handling mail, employee relations, and other office procedures to be followed in daily operations of an office.

9. When in doubt about determining which visitors should be allowed to see the chief, what would be a good rule to follow?

1. The chief is a public official, so everyone should be admitted.
2. High-ranking officers should be admitted at all times.
3. Visitors who have been waiting the longest should always be admitted first.
4. When in doubt, as the chief if he wants to see the visitor.

READING COMPREHENSION:

The Reading Comprehension items test the ability of applicants to "read, understand, and apply" written material.

Four answer choices follow the sample question. You are to select the one statement which is best supported by the paragraph using only the information provided in the paragraph. Three of the choices may or may not be correct, but the information cannot be determined as correct from reading the paragraph.

Reading Comprehension

Records of certain kinds are of vital importance to every business. Their loss by fire may mean the discontinuance of a "going" business, even though other physical property of the business can be quickly replaced. In general, it can be said that equipment designed for the protection of records from loss by fire will also be adequate against burglary.

10. According to the above paragraph,

1. equipment that is adequate to protect loss of records from fire is generally useless in prevention of burglary.
2. the loss of important records may mean that fire insurance cannot be collected.
3. the continued existence of a business may be dependent upon preventing the loss of important records by fire or from burglary.
4. business records have, in general, been very inadequately protected from loss by either fire or burglary.

FOLLOWING WRITTEN DIRECTIONS

For each question you will be given specific written instructions or procedures to follow in order to complete the "task."

This part consists of a list of numbered words which you are to classify. For each word you are to mark the answer sheet as follows:

Mark "1" if the second letter is o, and the third letter is l.

Mark "2" if the second letter is o, and the third letter is i, and the final letter is l.

Mark "3" if the second letter is not o, and the third letter is anything but i, and fourth letter is anything but l.

Mark "4" if the word cannot be classified in any of these three categories.

- 11. bold
- 12. toil
- 13. blot

PUBLIC RELATIONS:

Questions in this section test your knowledge of the correct principles and practices of public relations to use in dealing with the public.

14. Occasionally, a caller will try to obtain confidential or sensitive information from a secretary. What is the best way to handle this situation without offending the caller?

- 1. "I really don't know; perhaps the chief can tell you."
- 2. "I'm not allowed to give out that sort of information."
- 3. "I really do not appreciate your asking me that question."
- 4. Ignore the question.

PROOFREADING:

This section includes exercises in detecting errors and/or differences between two sets of written material.

The following question consists of an original name and address in the column on the left and a copy of the address in the column on the right. You are to check the copy against the original and record your answer according to the code listed below:

1. Error in one line only.
2. Error in two lines only.
3. Error in all three lines.
4. no errors.

	<u>ORIGINAL</u>	<u>COPY</u>
15.	Prescott A. Doherty 1101 Riverview Avenue Baton Rouge, LA 70802	Prescott A. Dougherty 1011 Riverview Avenue Baton Rouge, LA 70820

END OF EXAM

P7 0196 -E2030- 12

TEST NAME (CLASSIFICATION)												
A	A	A	A	A	A	A	A	A	A	A	A	I
B	B	B	B	B	B	B	B	B	B	B	B	II
C	C	C	C	C	C	C	C	C	C	C	C	III
D	D	D	D	D	D	D	D	D	D	D	D	IV
E	E	E	E	E	E	E	E	E	E	E	E	V
F	F	F	F	F	F	F	F	F	F	F	F	1
G	G	G	G	G	G	G	G	G	G	G	G	2
H	H	H	H	H	H	H	H	H	H	H	H	3
I	I	I	I	I	I	I	I	I	I	I	I	4
J	J	J	J	J	J	J	J	J	J	J	J	5
K	K	K	K	K	K	K	K	K	K	K	K	6
L	L	L	L	L	L	L	L	L	L	L	L	7
M	M	M	M	M	M	M	M	M	M	M	M	8
N	N	N	N	N	N	N	N	N	N	N	N	9
O	O	O	O	O	O	O	O	O	O	O	O	10
P	P	P	P	P	P	P	P	P	P	P	P	11
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	12
R	R	R	R	R	R	R	R	R	R	R	R	13
S	S	S	S	S	S	S	S	S	S	S	S	14
T	T	T	T	T	T	T	T	T	T	T	T	15
U	U	U	U	U	U	U	U	U	U	U	U	16
V	V	V	V	V	V	V	V	V	V	V	V	17
W	W	W	W	W	W	W	W	W	W	W	W	18
X	X	X	X	X	X	X	X	X	X	X	X	19
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	20
Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	21

TEST ANSWERS (1-192)																									
1	1	2	3	4	5	49	1	2	3	4	5	97	1	2	3	4	5	145	1	2	3	4	5		
2	1	2	3	4	5	50	1	2	3	4	5	98	1	2	3	4	5	146	1	2	3	4	5		
3	1	2	3	4	5	51	1	2	3	4	5	99	1	2	3	4	5	147	1	2	3	4	5		
4	1	2	3	4	5	52	1	2	3	4	5	100	1	2	3	4	5	148	1	2	3	4	5		
5	1	2	3	4	5	53	1	2	3	4	5	101	1	2	3	4	5	149	1	2	3	4	5		
6	1	2	3	4	5	54	1	2	3	4	5	102	1	2	3	4	5	150	1	2	3	4	5		
7	1	2	3	4	5	55	1	2	3	4	5	103	1	2	3	4	5	151	1	2	3	4	5		
8	1	2	3	4	5	56	1	2	3	4	5	104	1	2	3	4	5	152	1	2	3	4	5		
9	1	2	3	4	5	57	1	2	3	4	5	105	1	2	3	4	5	153	1	2	3	4	5		
10	1	2	3	4	5	58	1	2	3	4	5	106	1	2	3	4	5	154	1	2	3	4	5		
11	1	2	3	4	5	59	1	2	3	4	5	107	1	2	3	4	5	155	1	2	3	4	5		
12	1	2	3	4	5	60	1	2	3	4	5	108	1	2	3	4	5	156	1	2	3	4	5		
13	1	2	3	4	5	61	1	2	3	4	5	109	1	2	3	4	5	157	1	2	3	4	5		
14	1	2	3	4	5	62	1	2	3	4	5	110	1	2	3	4	5	158	1	2	3	4	5		
15	1	2	3	4	5	63	1	2	3	4	5	111	1	2	3	4	5	159	1	2	3	4	5		
16	1	2	3	4	5	64	1	2	3	4	5	112	1	2	3	4	5	160	1	2	3	4	5		
17	1	2	3	4	5	65	1	2	3	4	5	113	1	2	3	4	5	161	1	2	3	4	5		
18	1	2	3	4	5	66	1	2	3	4	5	114	1	2	3	4	5	162	1	2	3	4	5		
19	1	2	3	4	5	67	1	2	3	4	5	115	1	2	3	4	5	163	1	2	3	4	5		
20	1	2	3	4	5	68	1	2	3	4	5	116	1	2	3	4	5	164	1	2	3	4	5		
21	1	2	3	4	5	69	1	2	3	4	5	117	1	2	3	4	5	165	1	2	3	4	5		
22	1	2	3	4	5	70	1	2	3	4	5	118	1	2	3	4	5	166	1	2	3	4	5		
23	1	2	3	4	5	71	1	2	3	4	5	119	1	2	3	4	5	167	1	2	3	4	5		
24	1	2	3	4	5	72	1	2	3	4	5	120	1	2	3	4	5	168	1	2	3	4	5		
25	1	2	3	4	5	73	1	2	3	4	5	121	1	2	3	4	5	169	1	2	3	4	5		
26	1	2	3	4	5	74	1	2	3	4	5	122	1	2	3	4	5	170	1	2	3	4	5		
27	1	2	3	4	5	75	1	2	3	4	5	123	1	2	3	4	5	171	1	2	3	4	5		
28	1	2	3	4	5	76	1	2	3	4	5	124	1	2	3	4	5	172	1	2	3	4	5		
29	1	2	3	4	5	77	1	2	3	4	5	125	1	2	3	4	5	173	1	2	3	4	5		
30	1	2	3	4	5	78	1	2	3	4	5	126	1	2	3	4	5	174	1	2	3	4	5		
31	1	2	3	4	5	79	1	2	3	4	5	127	1	2	3	4	5	175	1	2	3	4	5		
32	1	2	3	4	5	80	1	2	3	4	5	128	1	2	3	4	5	176	1	2	3	4	5		
33	1	2	3	4	5	81	1	2	3	4	5	129	1	2	3	4	5	177	1	2	3	4	5		
34	1	2	3	4	5	82	1	2	3	4	5	130	1	2	3	4	5	178	1	2	3	4	5		
35	1	2	3	4	5	83	1	2	3	4	5	131	1	2	3	4	5	179	1	2	3	4	5		
36	1	2	3	4	5	84	1	2	3	4	5	132	1	2	3	4	5	180	1	2	3	4	5		
37	1	2	3	4	5	85	1	2	3	4	5	133	1	2	3	4	5	181	1	2	3	4	5		
38	1	2	3	4	5	86	1	2	3	4	5	134	1	2	3	4	5	182	1	2	3	4	5		
39	1	2	3	4	5	87	1	2	3	4	5	135	1	2	3	4	5	183	1	2	3	4	5		
40	1	2	3	4	5	88	1	2	3	4	5	136	1	2	3	4	5	184	1	2	3	4	5		
41	1	2	3	4	5	89	1	2	3	4	5	137	1	2	3	4	5	185	1	2	3	4	5		
42	1	2	3	4	5	90	1	2	3	4	5	138	1	2	3	4	5	186	1	2	3	4	5		
43	1	2	3	4	5	91	1	2	3	4	5	139	1	2	3	4	5	187	1	2	3	4	5		
44	1	2	3	4	5	92	1	2	3	4	5	140	1	2	3	4	5	188	1	2	3	4	5		
45	1	2	3	4	5	93	1	2	3	4	5	141	1	2	3	4	5	189	1	2	3	4	5		
46	1	2	3	4	5	94	1	2	3	4	5	142	1	2	3	4	5	190	1	2	3	4	5		
47	1	2	3	4	5	95	1	2	3	4	5	143	1	2	3	4	5	191	1	2	3	4	5		
48	1	2	3	4	5	96	1	2	3	4	5	144	1	2	3	4	5	192	1	2	3	4	5		

BOOKLET NUMBER					
0	0	0	0	0	0
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

TEST DATE					
0	0	0	0	0	0
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

SAMPLE QUESTION ANSWERS

1. The correct answer is 1 because Ernie P. Jones would be filed last.
2. The correct answer is 3 because it would be the second item on the list if the items were in alphabetical order.
3. The correct answer is 4 since that sentence is the only grammatically incorrect one. Easy and quick should be easily and quickly as they are adverbs.
4. The correct answer is 4 since it is the only word that will correctly complete the sentence. The subject must agree with the verb "was".)
5. The correct answer is 1 because that sentence is the one that is punctuated correctly.
6. The correct answer is 1 because the US Post Office established this as the acceptable placement.
7. The correct answer is 3 since the letters correspond to the correct order in which the items would appear if the basis alphabetizing procedures were followed.
8. The correct answer would be 3 as explained below:

Mileage	300	x	\$0.15	=	\$45.00
Meals	1	x	\$15.00	=	\$15.00
Lodging	1	x	\$30.00	=	\$30.00
The amount paid for the trip:					\$90.00
9. The correct answer is 4 as this is the correct rule for the office practice to be followed in this case.
10. The correct answer is 3 because it is the statement best supported by the paragraph, using only the information provided.
11. The correct answer is 1.

- 12. The correct answer is 2.
- 13. The correct answer is 3.
- 14. The correct answer is 1, as you are able to handle this situation without being offensive.
- 15. The correct answer is 3 as there are errors in all three lines of the copy.