

DO NOT BRING THIS BOOKLET TO THE EXAM SITE

PRE-EXAMINATION BOOKLET  
FOR  
SECRETARY TO THE CHIEF  
ENTRANCE LEVEL EXAMINATION



**OFFICE *of***  
**STATE EXAMINER**

Prepared by the Office of State Examiner  
Municipal Fire and Police Civil Service  
Testing and System Services Division  
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## INTRODUCTION

One of the first steps toward becoming a secretary to the Fire or Police Chief within the Municipal Fire and Police Civil Service System is successfully passing a civil service examination which is administered by the Office of State Examiner for Municipal Fire and Police Civil Service. This booklet will provide you with important information about the examination process, helpful hints on taking tests, and sample questions that are similar to those on the Secretary to the Chief Examination.

You do not need to have a previous knowledge of fire and/or police department work to pass this examination. The test has been designed to evaluate knowledge, skills, and abilities that are needed to successfully complete on-the-job training as a secretary to the chief. For example, in order to successfully complete training, you must be able to read and comprehend training on procedures. Therefore, part of the written examination contains a section of questions on reading comprehension based on material similar to that which must be read on the job.

## BRIEF DESCRIPTION OF THE TEST

The Secretary to the Chief Exam is a multiple-choice exam consisting of 100 questions which are divided into the seven subject areas listed below. You will have one hour and fifty minutes in which to complete the examination.

<b>SUBJECT AREA</b>	<b>PERCENTAGE OF WRITTEN TEST</b>
READING COMPREHENSION	14%
MATHEMATICS/ARITHMETIC	10%
PROOFREADING	7%
FILING PROCEDURES	14%
RECORDS/REPORTS/WRITTEN COMMUNICATIONS	21%
PUBLIC RELATIONS	6%
OFFICE PRACTICES AND PROCEDURES	28%
<b>TOTAL</b>	<b>100%</b>

### READING COMPREHENSION

A secretary to the chief must have the ability to read and comprehend materials such as manuals, procedure sheets, reports, and instructions.

### MATHEMATICS/ARITHMETIC

This section is designed to evaluate your knowledge of mathematic and arithmetic basic principles sufficient to perform simple computations.

### PROOFREADING

This section is designed to evaluate your ability to detect errors and/or differences between two sets of written material (or an original and a copy).

## FILING PROCEDURES

A secretary to the chief must have the knowledge of effective filing procedures sufficient to organize and maintain departmental records in numerical, alphabetical, and chronological order and according to subject matter.

## RECORDS/REPORTS/WRITTEN COMMUNICATION

In order to be a successful secretary to the chief, you must have the knowledge of practices and procedures utilized for records and report preparation involving the compilation, analysis, and organization of information and data into a written format, including knowledge of English usage and grammar sufficient for effective written communications or to correct spelling, grammar, and punctuation.

## PUBLIC RELATIONS

While dealing with the members of the public through telephone or in person, a secretary to the chief will need knowledge of effective public relations practices that foster a positive public image of the department through contact with the public.

## OFFICE PRACTICES AND PROCEDURES

This section is designed to evaluate your knowledge of clerical practices and office procedures sufficient to process mail, handle telephones and convey messages, and to operate office equipment, including office software.

## HOW THE TEST IS GRADED

All exams are graded in Baton Rouge at the Office of State Examiner. To pass the examination and be considered for employment, you must score 75 or above.

## HOW TO USE THIS STUDY GUIDE

You may practice your test taking skills by answering the sample questions provided in this booklet. If you desire further practice, you may also obtain books from your local library that contain sample civil service test questions. Should you decide to use additional practice material, it would be most beneficial to practice on the questions that are similar to the sample questions in this booklet.

When you get to the practice exam, separate the papers that follow. Take the Scantron answer sheet and the blank scratch sheet and write your name on them (that will be explained on the next page). When you are finished, use the answer key to see which ones you answered correctly. Read the explanations for each answer. This will help in understanding why your answer may have been incorrect.

## HOW TO USE THE SPECIAL ANSWER SHEET

When you take the Secretary to the Chief Examination, you will record your answers on a separate answer sheet rather than directly into the test booklet. A sample answer sheet and a blank scratch sheet have been provided at the back of this booklet. Prior to the examination, you will be given detailed instructions on how to fill in the required information on the answer sheet. The front of the answer sheet contains personal information such as your name and social security number as well as information about the jurisdiction. You must follow the examiner's directions exactly so that your responses may be correctly scanned into the computer.

Some of the information requested on 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 written in the block. The first row of boxes is for your name. In the example on the next page, John E. Smith entered his name in the boxes by placing one letter in each box, while skipping a space (block) between each name or initial. Once his name was correctly printed in the boxes, the oval corresponding to that letter in the column below was filled in.

In the example below under the word "IMPORTANT", answer "3" was chosen as the correct answer and the oval was filled in completely for answer choice "3." If you decide to change your answer choice, erase your original mark completely, then darken your new answer choice. Do not make any stray marks on the answer sheet.

The back of the answer sheet contains more information about the examination. On the sample answer sheet, find Box #12. This is where you will record your answers to the test questions. In recording your answer choices, you should only use the No. 2 pencils provided at the exam site and mark only one answer for each question number. It is extremely important that you make your mark dark and that you completely fill the oval with your mark.

HOW TO TAKE THE WRITTEN MULTIPLE-CHOICE TEST

The written examination is divided into seven sections. The next part of this study guide booklet contains sample questions from each of the seven sections. Before you begin, become familiar with these helpful hints for taking a multiple-choice 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 nor will you be allowed to leave the room or use tobacco products during the test. You are not allowed to have a cell phone or other electronic communication devices (smart watch, pager, radio, etc.) in your possession. Please leave them in your vehicle or with the person who dropped you off at the exam site.
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 time trying to answer the questions that you find hard, since this may not leave you enough time to do the easier ones. All questions are counted the same. This means that you get the same credit for correctly answering the easier questions as you do for the hard questions. Therefore, answer easier ones first, then go back to the harder ones if you have time. The Examiner will notify you after you have been working for 1 hour and then when there are 15 minutes remaining of the exam time. Use this information to pace yourself.

3. Read the Questions Carefully. Read all of the questions and directions carefully. Do not assume that you know what a question is asking after reading the first few words. Read the entire question. After you have read a question, read 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 answer choices, so read them all.
4. Set Aside Wrong Choices. If you are not sure which answer is correct, eliminate the choices you know are wrong. If you can narrow down the number of choices, you can increase your chances of answering the question correctly.
5. Answer All Questions. Answer every test question. Even if you are unsure of the correct answer, you should still choose one of the four answer choices as you will not be penalized for guessing.
6. Check Your Answer Sheet Often. The answer sheet is numbered from top to bottom. Before you start the test, look over the answer sheet. 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 you are using the right number to mark your answer. Be particularly careful if you skip questions. Do not make any extra marks on your answer sheet. If you skip a question it is better to make a note of it on your scratch paper.
7. Do Not Write in the Test Booklet. Scratch paper will be provided. Do any figuring or make any notes on the scratch paper. Do not make any marks in or on the test booklet.
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 the questions on the test, check your work. Have you answered all the questions you were supposed to answer? Make sure you have marked the answer sheet properly. When you review the answer sheet, do not look for patterns in order of answer choices. Tests are not designed to have patterns for correct answers.

Specific hints for the various subject areas on the test:

Office Practices and Procedures: In this section, you will be asked questions pertaining to general office procedures such as telephone usage and etiquette, email functions, copying machine usage, postal mail, filling out forms, and following written procedures.

Filing Procedures: This section of the exam will test your knowledge of filing procedures both alphabetically and chronologically.

Records/Reports/Written Communications: You will be examined on your ability to recognize correct grammar and word usage by choosing from among words or sentences which are correct for their usage in the scenario. You will also answer questions that test your ability to read a chart and answer questions based on the information contained in the chart.

Reading Comprehension: 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 information, but the information is not contained in the paragraph and cannot be determined as correct from reading the paragraph. The correct answer is the only statement which can be determined as correct from reading the information contained in the paragraph. Read the entire excerpt before attempting to answer the questions.

Public Relations: This portion of the exam will test your general knowledge in acceptable public relations practices in the public sector and other professional settings.

Proofreading: You will be tested on your ability to notice details which are different from one set of information to the next set of information. For instance, an address written twice with information which is slightly different from the original to the second version such as zip code, PO Box, etc.

Mathematics: This section contains simple math problems that you will need to be able to solve using addition, subtraction, multiplication, and division. A working knowledge of the Mathematical Order of Operations may be required to correctly answer some of the items.

## PRACTICE EXAM

This section of your study guide contains practice questions that are very similar to those on the test. You may practice marking your answers on the sample answer sheet. A discussion of the correct answers is located at the end of this booklet.

DIRECTIONS: Read each question and its lettered answers, and decide which answer is best. Find the space lettered the same as the answer you have chosen and blacken this space with your pencil. Be sure that the space you mark is in the row numbered the same as the question you are answering. Be sure to make your marks dark and fill in the oval completely with your mark. If you decide to change an answer, erase completely and mark your new answer choice.

1. When the Chief asks you to EXPEDITE a report. What is he asking you to do?
  - A. Make the report longer.
  - B. Make the report shorter.
  - C. Complete the report faster.
  - D. Check the report for errors.
  
2. When completing records for a department, it is important to include details which are PERTINENT? What does this mean?
  - A. Personal observations.
  - B. Proven facts.
  - C. Related to the subject of the report.
  - D. Briefly summarized.

Answer the following question by reading the paragraph and deciding which statement is best supported by the paragraph.

3. Records of certain kinds are of vital importance to every business. Their loss by fire or other disaster may mean the discontinuance of a growing 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.

According to the above paragraph,

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

Use the following information to answer questions 4 and 5.

Assume that you are paid every week.

Wage per hour = \$10.50

Hours worked for the week = 40

Taxes withheld = 20% of gross pay

4. What is the amount of your paycheck before taxes are withheld?
  - A. \$336.00
  - B. \$420.00
  - C. \$450.00
  - D. \$840.00
  
5. What is the amount of your paycheck after taxes are withheld?
  - A. \$336.00
  - B. \$420.00
  - C. \$450.00
  - D. \$840.00
  
6. 5.06 added to .007 equals
  - A. 5.013
  - B. 5.067
  - C. 5.13
  - D. 6.03

CONTINUE YOUR PRACTICE EXAM ON THE FOLLOWING PAGE



For the following two questions, find the pairs of numbers which are exactly the same; count the identical pairs you find in each item and then mark the letter on your answer sheet that corresponds to the total number of identical pairs. A=1, B=2, C=3, and D=4.

EXAMPLE:

**687 --- 687**  
**4265 --- 4265**  
**6898 --- 6897**  
**7490 --- 7480**

This example has 2 pairs of matching numbers (687 --- 687 and 4265 --- 4265). Therefore, the correct answer for this example question is B for 2 correct matching pairs.

7.

**456212 --- 456212**  
**89570 --- 89670**  
**5873659 --- 5873659**  
**4126701 --- 4162701**

8.

**59846 --- 58964**  
**770583 --- 707835**  
**34987 --- 34987**  
**879528 --- 875928**

CONTINUE YOUR PRACTICE EXAM ON THE FOLLOWING PAGE

The following questions consist of an original name and address on the left and a copy of the name and address on the right. You are to check the copy against the original and record your answers according to the code listed below:

- Mark "A" if there are errors in one line only
- Mark "B" if there are errors in two lines only
- Mark "C" if there are errors in all three lines
- Mark "D" if there are no errors

9.

ORIGINAL

Kevin R. Daniels, III  
709 South Manchester Blvd.  
Baton Rouge, LA 70809

COPY

Kevin R. Daniels  
709 S. Manchester Blvd.  
Baton Rouge, LA 70908

10.

ORIGINAL

Mark Smith  
PO Box 4587  
Mandeville, LA 70447

COPY

Mark K. Smith  
PO Box 4587  
Madisonville, LA 70447

11. Using your scratch paper, arrange the following in chronological order. Select your answer from the numbered choices below.

- A. 12:01 p.m.
- B. 1:00 p.m.
- C. 3:00 p.m.
- D. 11:59 p.m.

- A. B, C, D, A.
- B. A, B, C, D.
- C. A, C, B, D.
- D. B, D, A, C.

For question number 12, you are given a word which you are to classify. Use the instructions given below to mark the answer sheet as follows.

Mark "A" if the second letter is "e", and the third letter is "a".

Mark "B" if the second letter is "r", the third letter is "a", and the final letter is "h".

Mark "C" if the second letter is not "e", the third letter is anything but "t", and the fourth letter is anything but "h".

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

12. Breath

Use the file cards below to answer questions 13 - 15.

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>1</b> <b>Caldwell</b> <b>April 11</b>	<b>2</b> <b>Bartley</b> <b>April 18</b>	<b>3</b> <b>Jones</b> <b>April 23</b>	<b>4</b> <b>Evans</b> <b>April 5</b>

13. If you wish to arrange the cards alphabetically according to the names on the cards, they would appear in the following order.
- A. B, C, D, A.
  - B. B, A, D, C.
  - C. B, D, C, A.
  - D. B, A, C, D.
14. If you wish to arrange the cards chronologically, they would be arranged in the following order.
- A. D, A, B, C.
  - B. D, C, A, B.
  - C. D, B, C, A.
  - D. D, A, C, B.
15. If you wish to arrange the cards numerically, they would be arranged in the following order.
- A. A, B, C, D.
  - B. A, C, B, D.
  - C. A, B, D, C.
  - D. A, D, B, C.
16. In which of the following drawers would the number 5,128 be found?
- A. 5,000 -- 5,100.
  - B. 5,101 -- 5,200.
  - C. 5,201 -- 5,300.
  - D. 5,301 -- 5,400.

17. For the following question, you are to select the name which would be filed FIRST if the names were in correct alphabetical order. Then blacken in your choice on the answer sheet.
- A. Johnson, George
  - B. Jones, Lindsey
  - C. Johnson, Barbara
  - D. Johnston, Alexander

In the sentences below, choose the one word that completes each sentence CORRECTLY.

18. I will \_\_\_\_\_ my book report tomorrow.

- A. Write
- B. Right
- C. Rite
- D. Wright

19. I think \_\_\_\_\_ going to regret not wearing a jacket today.

- A. There
- B. They're
- C. Their
- D. Thare

20. Which of the following sentences is punctuated CORRECTLY? Mark the answer sheet with the letter of the correct sentence.

- A. Remember that your always supposed to set you're clock back one hour when Daylight Savings Time ends.
- B. Remember that you're always supposed to set you're clock back one hour when Daylight Savings Time ends.
- C. Remember that you're always supposed to set your clock back one hour when Daylight Savings Time ends.
- D. Remember that your always supposed to set your clock back one hour when Daylight Savings Time ends.

Your name is Daisy Jones and you are the owner of Daisy's Dog Walking and Daycare. You currently have 5 employees. The chart below shows how many dogs each employee was responsible for each day of the past week. Read the chart and then answer questions 21 - 24 pertaining to the chart. An "A" indicates the employee was absent from work on that particular day.

NAME	MON.	TUE.	WED.	THUR.	FRI.	SAT.	SUN.	TOTAL
<b>Bobby</b>	4	3	A	4	6	1	2	
<b>Joe</b>	5	3	4	5	6	2	1	
<b>Linda</b>	A	4	4	4	A	3	4	
<b>Ed</b>	6	3	4	3	3	3	4	
<b>Jennifer</b>	4	6	2	3	4	5	5	
<b>TOTAL PER DAY</b>								

21. The person who worked with the GREATEST number of dogs for the week was
  - A. Joe
  - B. Linda
  - C. Ed
  - D. Jennifer
  
22. The person who worked with the LEAST number of dogs for the week was
  - A. Joe
  - B. Linda
  - C. Ed
  - D. Jennifer
  
23. The total number of dogs that attended Daisy's Dog Walking and Daycare for the week was
  - A. 91
  - B. 100
  - C. 101
  - D. 120
  
24. Which employee was absent more than once for the week?
  - A. Joe
  - B. Bobby
  - C. Linda
  - D. Jennifer

Your name is Janice Landry and you are the Secretary to the Chief for the City of Urbandale. Your supervisor has asked you to complete an inventory report, including inventory quantity and costs of office supplies currently available, for the department. After counting the inventory on hand, you find that you have the following supplies:

Large Paper Clips (100 ct. box)	4 boxes	\$3.50/box
1-inch Binders	12	\$5.00/each
Black Ink Pens	35	\$1.00/each
Notepads	14	\$2.00/each
Copy Paper (10 reams per box)	4 boxes	\$35.00/box
16G Flash Drives	8	\$5.00/each
Tape	10 rolls	\$1.75/roll

You must use the information that you have just collected to fill in the inventory spreadsheet shown below. Please answer questions 25 - 28 pertaining to the spreadsheet.

<b>INVENTORY</b>			
<b>ITEM DESCRIPTION</b>	<b>NUMBER OF ITEMS</b>	<b>COST PER ITEM</b>	<b>TOTAL COST</b>
Black Ink Pens	<b>A</b>	\$1.00 /each	\$35.00
Large Paper Clips (100 count box)	4	\$3.50/box	\$14.00
Tape	10	\$1.75/roll	\$17.50
16G Flash Drives	8	<b>B</b>	\$40.00
Copy Paper (10 reams per box)	4	\$35.00/box	<b>C</b>
1-inch Binders	12	\$5.00/each	\$60.00
Notepads	<b>D</b>	\$2.00/each	\$28.00
<b>Total Cost of Inventory</b>			<b>\$334.50</b>

Use the chart on the previous page to answer questions 25 - 28.

25. For block "A" on the spreadsheet what value should be entered?
- A. 14
  - B. 12
  - C. 35
  - D. 8
26. For block "B" on the spreadsheet, what value should be entered?
- A. \$1.00/each
  - B. \$3.50/box
  - C. \$1.75/roll
  - D. \$5.00/each
27. What value should be entered into block "C" on the spreadsheet?
- A. \$35.00
  - B. \$40.00
  - C. \$60.00
  - D. \$140.00
28. What value should be entered into block "D" on the spreadsheet?
- A. 10
  - B. 12
  - C. 14
  - D. 35
29. Why is it important to make a positive impression when dealing with the public as a public employee?
- A. If the public is happy with the service received with your department, there will be fewer calls to the department.
  - B. Citizens are always more critical of public agencies than they are of privately-owned businesses.
  - C. The public will have a more favorable image of a public agency that promptly, efficiently, and courteously delivers the services that the public expects.
  - D. Public agencies are much more dependent upon public support than commercial organizations.
30. Malinda, owner of the local hardware store, has just called the department. She is asking you about a matter that you are unfamiliar with and do not know how to handle. What should you do in this situation?
- A. Place the caller on hold for as long as it takes for her to hang up.
  - B. Tell the caller you do not know the answer and cannot help her and hang up.
  - C. Transfer the call to anyone available so that you don't have to worry about it.
  - D. Place the caller on hold while you attempt to resolve the issue or find someone who can.

31. A document that is currently printed only on one side of paper needs to be copied so that it prints on both sides of the paper, therefore using half as much paper as the original. Which option on the copier would you chose for this print job?
- A. 1 sided -----> 1 sided.
  - B. 1 sided -----> 2 sided.
  - C. 2 sided -----> 1 sided.
  - D. 2 sided -----> 2 sided.
32. When sending an email, what function would you use "Bcc:" for?
- A. To forward an email to one recipient.
  - B. To send an attachment with an email.
  - C. To send copies of the email to multiple recipients without all of the emails being visible to each recipient.
  - D. To reply to an email that you have recently received.

Use the excerpt below, from a telephone directory, to answer questions 33 - 35.

<b><u>FRONT DESK:</u></b>		<b><u>NUTRITIONAL SERVICES:</u></b>	
Extension .....	356	Stephanie Nunnery, Dietician .....	403
<b><u>HEALTH INFORMATION MGMT.:</u></b>		Diet Assistants .....	458
Georgia Jones, Director .....	460	<b><u>OB/GYN (Kirbo Women's Center):</u></b>	
Direct Line .....	243-6174	Department Extension .....	120
Dept. Extension ... Caryn Sams .....	174	Judy Godwin, Nurse Manager .....	135
Pat. Portal .....	Lori Conner .....	Nurse's Station .....	331
Release of Info.....	Debra Eakin.....	Satellite (GYN) Nurse's Station.....	332
Birth Certificates ..	Madine Dukes .....	Nursery .....	136
Coding .....	Teresa Lanfair .....	Fax .....	243-3315
Scanning .....	Judy Temples .....	<b><u>OR:</u></b>	
Fax .....	243-3310	Waiting Room .....	365
<b><u>HUMAN RESOURCES:</u></b>		Department Extension .....	117
Direct Line .....	243-6161	Nurse Mgr.....	Mandy Thompson ...
Department Extension.....	161	Central Supply .....	396
Manager .....	305	Storeroom .....	524
Supervisor .....	Karen Williams.....	Nurse's Lounge .....	427
Specialist.....	Deanna Taylor.....	Anesthesiologist...Dr. Bert Parker.....	118
Assistant.....	Kaitlyn Enfinger .....	CRNA .....	519
Fax.....	243-3340	Fax .....	243-3319

33. What is the direct number for the Human Resources Department?
- A. 243-6174.
  - B. 243-6161.
  - C. 243-3340.
  - D. 243-3310.
34. What is the name of the Nurse Manager in the OR Department?
- A. Dr. Bert Parker.
  - B. Judy Godwin.
  - C. Mandy Thompson.
  - D. Georgia Jones.



35. Telephone number 243-3340 is the fax number for which department?

- A. OR.
- B. OB/GYN.
- C. Human Resources.
- D. Health Information Management.

## PRACTICE EXAM KEY

1. The correct answer is C.  
The definition of the word expedite is to "make (an action or process) happen sooner or be accomplished more quickly".
2. The correct answer is C.  
The definition of the word pertinent is "relevant or applicable to a particular matter".
3. The correct answer is C.  
According to the passage it is vital to a business to protect records from loss.
4. The correct answer is B.  
 $\$10.50 \times 40 \text{ hours} = \$420.00$ .
5. The correct answer is A.  
 $\$420.00 \text{ Weekly Pay multiplied by } 20\% (.20) \text{ equals } \$84.00$ .  $\$420.00 \text{ Weekly Pay minus taxes of } \$84.00 \text{ equals } \$336.00$ .
6. The correct answer is B.  
When you line up the decimals and add the numbers 5.06 to .007, the sum is 5.067.
7. The correct answer is B.  
There are two matching pairs of numbers.
8. The correct answer is A.  
There is only one set of matching numbers.
9. The correct answer is C.  
There are errors in all three lines.
10. The correct answer is B.  
There are errors in two of the lines.
11. The correct answer is B.  
The correct order of time is 12:01 p.m., 1:00 p.m., 3:00 p.m., and 11:59 p.m. 12:00 noon begins the p.m. hours therefore, 12:01 p.m. is the number from the sequence that is earliest in the day.
12. The correct answer is C.  
According to the choices. For choice "A," the second letter of "breath" is not "e" and the third letter is not "a". For choice "B," the second letter of "breath" is "r", and the final letter is "h", however, the third letter is not an "a". For choice "C," The second letter is not an "e", the third letter is an "e" which is anything other than a "t", and the fourth letter is an "a" which is not an "h". Since the word "breath" can be categorized by choice "C," choice "D" would be an incorrect response.

13. The correct answer is B.

The cards would be arranged alphabetically by names in the following order: Bartley, Caldwell, Evans, and Jones.

14. The correct answer is A.

Chronologically means "in a way that follows the order in which events or records occurred." Which means that by date, the cards would be arranged in the following manner: April 5, April 11, April 18, April 23.

15. The correct answer is A.

The cards are numbered 1, 2, 3, and 4. Therefore, the correct order for the cards to be placed is 1, 2, 3, and 4 which corresponds to cards A, B, C, and D.

16. The correct answer is B.

The number 5,128 falls in between the numbers 5,101 and 5,200.

17. The correct answer is C.

The first name to be filed would be Barbara Johnson.

18. The correct answer is A.

The correct spelling of the word for this sentence is "write."

19. The correct answer is B.

The correct spelling of the word for this sentence is "they're" which stands for "they are".  
"I think they are going to regret not wearing a jacket today."

20. The correct answer is C.

The correct usage of the words you're (you are) and your are represented in C.

21. The correct answer is D.

When adding up the number of dogs that each person worked with Monday – Sunday, Jennifer had the greatest number for the week.

22. The correct answer is B.

When adding up the number of dogs that each person worked with Monday – Sunday, Linda had the least number for the week.

23. The correct answer is D.

After adding all dogs worked with by each person Monday – Sunday. There were a total of 120 dogs at Daisy's Dog Walking and Daycare for the week.

24. The correct answer is C.

Linda was the only employee with more than one "A" for absent listed for the week on the schedule.

25. The correct answer is C.

There are 35 Black Ink Pens in inventory.

26. The correct answer is D.  
16G Flash Drives are \$5.00/each.
27. The correct answer is D.  
The total cost of the copy paper in inventory is \$140.00 (\$35.00 per box multiplied by 4 boxes = \$140.00)
28. The correct answer is C.  
There are 14 notepads in inventory.
29. The correct answer is C.  
Even if the public is happy with your service, they still may call your department many times. Citizens are critical of public agencies just as they are of privately-owned businesses. Commercial businesses are just as dependent upon public support to stay in business as public agencies are. Just as in any organization, public citizens and consumers will always feel more favorable towards an organization (or public agency) that conducts itself efficiently and with good customer service.
30. The correct answer is D.  
As a public employee, and representative of the department, you should always try to help the caller or find someone who can.
31. The correct Answer is B.  
In order to copy a one-sided document so that it becomes a two-sided document, you must choose one sided to two sided.
32. The correct Answer is C.  
"Bcc:" stands for "Blind carbon copy". You would use this to send the contents of an email to multiple recipients while maintaining the confidentiality of your recipients' email addresses from one another.
33. The correct answer is B.  
According to the telephone directory, the direct line number is 243-6161.
34. The correct answer is C.  
Mandy Thompson is listed as the Nurse Manager for the OR Department.
35. The correct answer is C.  
According to the telephone directory, the fax line number belongs to the Human Resources Department.

Practice Exam Grading Scale

<u>Items Missed</u>	<u>Resulting Score</u>
0	100%
1	97%
2	94%
3	91%
4	89%
5	86%
6	83%
7	80%
8	77%
9	74%
10	71%
11	69%
12	66%
13	63%
14	60%
15	57%
16	54%
17	51%
18	49%
19	46%
20	43%
21	40%
22	37%
23	34%
24	31%
25	29%
26	26%
27	23%
28	20%
29	17%
30	14%
31	11%
32	9%
33	6%
34	3%
35	0%



9

TEST NAME (CLASSIFICATION)												
A	A	A	A	A	A	A	A	A	A	A	A	1
B	B	B	B	B	B	B	B	B	B	B	B	2
C	C	C	C	C	C	C	C	C	C	C	C	3
D	D	D	D	D	D	D	D	D	D	D	D	4
E	E	E	E	E	E	E	E	E	E	E	E	5
F	F	F	F	F	F	F	F	F	F	F	F	6
G	G	G	G	G	G	G	G	G	G	G	G	7
H	H	H	H	H	H	H	H	H	H	H	H	8
I	I	I	I	I	I	I	I	I	I	I	I	9
J	J	J	J	J	J	J	J	J	J	J	J	10
K	K	K	K	K	K	K	K	K	K	K	K	11
L	L	L	L	L	L	L	L	L	L	L	L	12
M	M	M	M	M	M	M	M	M	M	M	M	13
N	N	N	N	N	N	N	N	N	N	N	N	14
O	O	O	O	O	O	O	O	O	O	O	O	15
P	P	P	P	P	P	P	P	P	P	P	P	16
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	17
R	R	R	R	R	R	R	R	R	R	R	R	18
S	S	S	S	S	S	S	S	S	S	S	S	19
T	T	T	T	T	T	T	T	T	T	T	T	20
U	U	U	U	U	U	U	U	U	U	U	U	21
V	V	V	V	V	V	V	V	V	V	V	V	22
W	W	W	W	W	W	W	W	W	W	W	W	23
X	X	X	X	X	X	X	X	X	X	X	X	24
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	25
Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	26

10

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

11

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

12

TEST ANSWERS (1-192)				
1	a	b	c	d
2	a	b	c	d
3	a	b	c	d
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185	a	b	c	d
186	a	b	c	d
187	a	b	c	d
188	a	b	c	d
189	a	b	c	d
190	a	b	c	d
191	a	b	c	d
192	a	b	c	d

# SCRATCH PAPER

<b>NAME:</b>	
<b>MAILING ADDRESS:</b> Include CITY, STATE and ZIP CODE	
<b>EMAIL ADDRESS:</b>	
<b>PHONE NUMBER:</b>	

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