

CLERK TYPIST – STUDY GUIDE 2012

The purpose of this Study Guide is to assist you in preparing for the Clerk Typist written test. The test will consist of only multiple-choice questions. **The sample questions provided in this study guide do not cover all of the areas of the test.** You may use this study guide as well as consult other sources **of your choice** for assistance. **The Personnel Department will not provide or recommend additional sources.** Listed below are the topic areas which will be covered on the written test.

- The **Customer Service Skills** questions will test your knowledge of appropriate methods of working with customers in various situations.
- The **Interpersonal Skills** questions will test your knowledge of methods of working with co-workers and supervisors in the workplace.
- The **Reading Comprehension** questions will test your ability to read and understand a passage and answer questions concerning the passage.
- The **English grammar, punctuation, and spelling** questions will test your knowledge of the proper use and spelling of common English words.
- The **Word Processing in a Windows Environment** questions will test your ability to format and manipulate text in applications such as Microsoft Word and Corel WordPerfect.
- The **Filing** questions will test your ability to file items alphabetically and alphanumerically.
- The **Mathematics** questions will test your ability to perform basic arithmetic calculations.

NOTES

- These sample test questions are examples only. Actual test questions will vary in difficulty and content within each subject area. The correct answers for each sample test question are on Page 4 of this study guide.
- **Do not bring this study guide with you to the written test.** You will not be allowed to use this study guide at the time of the written test.

Calculators are not allowed at the written test.

Customer Service/Interpersonal Skills

1. Of the following, when returning to a line that has a caller waiting, the best thing to say first is
 - A. “Thank you for holding.”
 - B. “I can help you now.”
 - C. “What do you want.”
 - D. “Who would you like to speak with?”

2. To be successful in a job, you should do your work efficiently and have
 - A. a background with extensive experience.
 - B. good relations with the people with whom you come in contact.
 - C. Some ideas for improvement which are acceptable.
 - D. A much better record than your fellow employees.

English grammar, spelling, and punctuation

For the following 2 questions, mark the answer on your answer sheet that corresponds to the word which is misspelled.

3. Which one of the following words is spelled incorrectly?

- A. developes
- B. continues
- C. bargains
- D. beliefs

4. Which one of the following words is spelled incorrectly?

- A. caption
- B. lieutenant
- C. sargeant
- D. general

The following question contains variations of the same sentence. You are to choose the sentence that is most correct based on correct English usage.

- 5.
- A. The Los Angeles advertising agency of Reynolds, Maskey, and Ford offer exceptional opportunity for employments as far north as Sacramento.
 - B. The Los Angeles advertising agency of Reynolds, Maskey, and Ford offers exceptional opportunity for employment as far north as Sacramento.
 - C. The Los Angeles advertising agency of Reynolds, Maskey, and Ford offer exceptional opportunity for employment as far north as Sacramento.
 - D. The Los Angeles advertising agency of Reynolds, Maskey, and Ford offers exceptional opportunities for employments as far north as Sacramento.

The following 3 questions are to be answered by selecting the word or words to best fill the blank(s) in the sentence.

6. Quality air and water is _____ concern.

- A. everyones
- B. everyones'
- C. everyone's
- D. every one's

7. _____ children entered the office during the last hour of the work day.

- A. "40"
- B. 40
- C. Forty
- D. Fourty

Mathematics

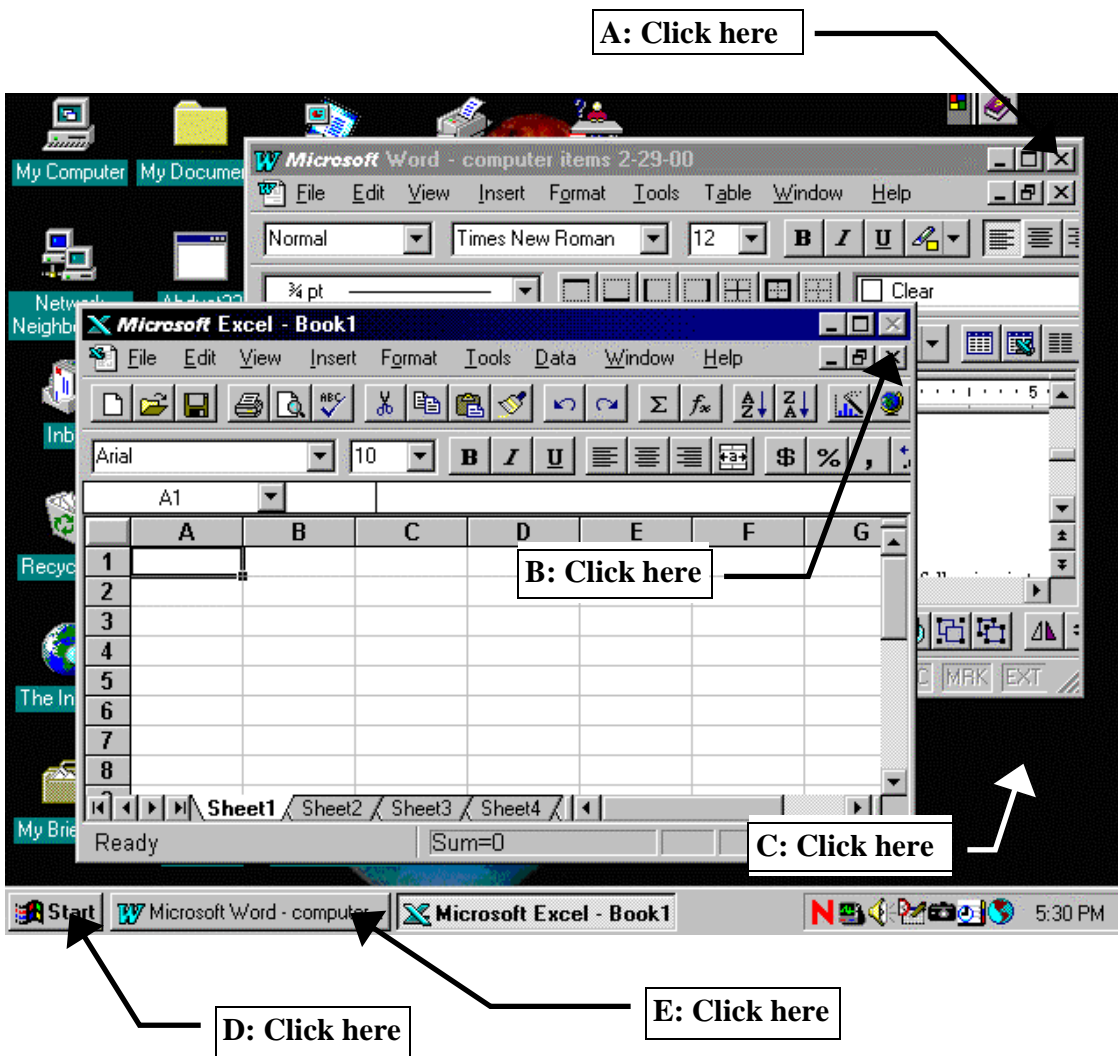
8. Perform the indicated mathematical operations: \$78.58 minus \$64.30 plus \$148.96 minus \$6.93 minus \$33.33 plus \$1.99. The answer is
- A. \$118.29
 - B. \$114.96
 - C. \$123.87
 - D. \$124.97
9. California's Employment Offices see 500,000 clients in one year. If 30 percent of the clients are seen during the first 3 months of the year, the number of clients to be seen during the remainder of the year is
- A. 300,000
 - B. 150,000
 - C. 350,000
 - D. 400,000

Order of Filing

The order for filing names of individuals is alphabetical by: LAST name, FIRST name, MIDDLE name or initial.

The order for filing names of companies, businesses, and organizations, is alphabetical by: FIRST name shown.

10. If the following were filed in alphabetical order, the second name would be
- A. Francis T. Andeirson
 - B. Felicia W. Andarson
 - C. Francois R. Anceirson
 - D. Francis J. Andiers
11. If the following were filed in alphabetical order, the second name would be
- A. Aberdeen Consulting
 - B. David Acrons
 - C. Washington Carver Inc.
 - D. Bernard Wms. Wholesalers
12. If the following numbers were filed in ascending order, the last number would be
- A. 3.4534
 - B. 3.20
 - C. 3.800
 - D. 3.57246
13. If the following numbers were filed in descending order, the third number would be
- A. 668543.6
 - B. 67453.82
 - C. 6954.425
 - D. 676.9430



14. According to the letter options indicated in the above picture, what arrow points to the best place to click to close the Microsoft Word window?

- A. A
- B. B
- C. C
- D. D
- E. E

Answers to Sample Questions

- | | | | |
|------|-------|------|-------|
| 1. A | 8. D | 5. B | 12. C |
| 2. B | 9. C | 6. C | 13. C |
| 3. A | 10. B | 7. C | 14. A |
| 4. C | 11. B | | |