

Ramsey County Human Resources Department
Sample Test for Clerk Typist 1-2-3

The written examination for Clerk Typist 1-2-3 consists of multiple-choice questions that are divided into the following sections:

FILING
VOCABULARY
SPELLING
ARITHMETIC
FOLLOWING WRITTEN DIRECTIONS
CODING
EFFECTIVE WRITING
GENERAL OFFICE AND CUSTOMER SERVICE

The purpose of this sample test is to give you an idea of the types of questions you can expect to see on the written examination for Clerk Typist 1-2-3. THESE ARE NOT ACTUAL TEST QUESTIONS. Read all of the choices carefully; then, select the answer that you consider to be the best answer. Remember that in a multiple-choice question, the best answer is the one that is correct or most nearly correct.

Sample Filing Questions

1. Ford, Lloyd F. would be filed between –
 - A. Ford, L.E. and Ford, L.P
 - B. Ford, James and Ford, Lloyd
 - C. Ford, Lorraine and Forde, Bert
 - D. Ford, LaVonne and Ford, Lloyd T.
 - E. Ford, Local No. – and Ford Motor Company.

2. Shepherd, William F. would be filed between –
 - A. Shepherd, Marcel and Shepherd Wm. Gerald
 - B. Sheppard, Stephen and Sheppard, Victor
 - C. Sheppard, W.A. and Shepley, C.C.
 - D. Shepard, S.M. and Sheperdson, Leo

Sample Vocabulary Questions

3. Unanimity means the same as –
 - A. Emphasis
 - B. Namelessness
 - C. Disagreement
 - D. Boldness
 - E. Harmony

4. Apprehensive means the same as –
 - A. Dangerous
 - B. Fearful
 - C. Arrested
 - D. Sad

Sample Spelling Questions

Instructions: Select the correct spelling of the word.

5. (A) dictionary (B) dictonary (C) dichionary (D) dictionery
6. (A) enciclopedea (B) encyclopedia (C) encyclopedia (D) enciclopidea

Sample Arithmetic Questions

Select the answer that is most nearly correct.

7. Add: 17, 3.189 and 0.83
A. 20.272
B. 20.919
C. 21.019
D. 20.019
E. None of the above
8. Subtract: $\frac{1}{4}$ from $\frac{2}{3}$
A. $\frac{1}{6}$
B. $\frac{7}{12}$
C. $\frac{1}{2}$
D. $\frac{5}{12}$
E. None of the above.
9. Multiply: 106.2 by 35.1
A. 3727.62
B. 372,762
C. 335.3
D. 33,500
E. None of the above
10. Divide: 261.53 by 126
A. 20.8
B. 2.8
C. 2.61
D. 26.1
E. None of the above.

Sample Following Written Directions Questions

INSTRUCTIONS: Questions 11 & 12 refer to the material in the following chart. After each of the following questions are four possible answers. You are to choose the most correct answer based on the information in the chart.

DESCRIPTION				
Cubicle No.	Job Title	Days in Vacation Bank	Seniority. (in months)	No. of Phone Messages
1	Clerk Typist	22	66	2
2	Bookkeeper	27	70	1
3	Analyst	44	78	0
4	Bookkeeper	31	71	1
5	Supervisor	34	68	2
6	Clerk Typist	33	72	1
7	Analyst	30	73	0
8	Clerk Typist	24	69	3

11. Give the cubicle number of each employee with more than 6 years of seniority. –
A. 2, 3, 4, 6, 7 B. 3, 6, 7 C. 3, 7 D. 3
12. Give the cubicle number of each employee with the job title of Bookkeeper or Clerk Typist who has more than 25 vacation days banked, and who does not have more than 1 phone message. –
a. 1, 2, 4 B. 2, 3 C. 2, 6, 8 D. 2, 4, 6

Sample Coding Questions

Using the numerical coding system below you are to assign code numbers to represent the status of --

<u>Code</u>	<u>State</u>	<u>Population</u>	<u>Year Became a State</u>	<u>Time Zone</u>
1	A - F	Under 1 million	Before 1800	Eastern
2	G - M	1 million – 5 million	1800 – 1849	Central
3	N – P	5 million – 10 million	1850 – 1899	Mountain
4	Q – Z	Over 10 million	After 1900	Pacific or Other

EXAMPLE: Alaska became a state in 1959, has a population of just over 500,000 people, and is located in the Alaska Time Zone.

The State name (Alaska) falls within Code 1 for State (A – F); the population falls within Code 1 for Population (Under 1 million); the year Alaska become a state (1959) falls within Code 4 for Year Became a State (After 1900); and, Alaska's time zone (Alaska Time) falls within Code 4 (Pacific or other) for Time Zone. Therefore, the answer for this example is 1, 1, 4, 4.

13. Pennsylvania became a state in 1787, has a population of about 12 million people, and is located in the Eastern Time Zone.
- 3, 3, 1, 2
 - 3, 4, 2, 1
 - 3, 2, 2, 1
 - 3, 4, 1, 1
14. Minnesota became a state in 1858, has a population of about 4-1/2 million people, and is located in the Central Time Zone.
- 2, 2, 2, 2
 - 2, 2, 3, 2
 - 2, 3, 3, 3
 - 2, 2, 3, 3

Sample Effective Writing Questions

For questions in this section, you are to select the sentence which is expressed most correctly and efficiently. Consider whether the sentence is clear, correct and not awkward. Reminder: You are to select the answer that is most nearly correct.

15. A Harrisburg was chosen as the state capital because of its central location and excellent river access.
- B Harrisburg, the state capital, was chosen as such because of its central location and excellent river access.
- C Centrally located and with excellent river access, Harrisburg became the state capital.
- D The state capital was chosen as Harrisburg because of its central location and because of its excellent river access.

16. A. He chose to accept the job offer with XYZ Corporation because, when compared to the offer from LMN Company, the wages and benefits were the highest there.
 B. He accepted XYZ Corporation's job offer because their wages and benefits were higher than those of LMN Company, who also offered him a job.
 C. After comparing job offers from XYZ Corporation and LMN Company, he accepted XYZ's offer because of higher wages and benefits.
 D. Higher wages and benefits was the reason he accepted XYZ's offer.
17. A. During the next few decades, the number of unskilled jobs will remain the same, but it is expected that there will be a relative decline following that.
 B. During the next few decades, it is expected that the number of unskilled jobs will remain the same, but then there will be a relative decline.
 C. The number of unskilled jobs ought to remain the same these next couple of decades, but then they will decline.
 D. Unskilled jobs are expected to decline, after a couple of decades that they will remain the same in.

Sample General Office and Customer Service Questions

18. If you believe that your method of performing a certain duty is more effective than the means you were instructed to use, you should –
 A. Proceed according to your own method.
 B. Proceed according to instructions, since you are only a subordinate.
 C. Indicate to your supervisor that you have a method you think might be of benefit to your work.
 D. Talk to coworkers about whether management knows what it's doing.
19. In answering a letter of complaint asking for correction of a matter which you have handled incorrectly, the best of the following procedures to use is to –
 A. Ignore the letter if it has an angry tone, which you believe shows the writer's ignorance or irrational response.
 B. Reply that errors are bound to happen and they will not happen again.
 C. Defend yourself by listing reasons why you thought you were doing the right thing.
 D. Express regret, indicating the source of error and providing a remedy.

ANSWER KEY:

- | | | | | | |
|--------|--------|--------|--------|--------|--------|
| 1 – D | 2 – A | 3 – E | 4 – B | 5 – A | 6 – B |
| 7 – C | 8 – D | 9 – A | 10 – E | 11 – C | 12 – D |
| 13 – D | 14 – B | 15 – A | 16 – C | 17 – B | 18 – C |
| 19 – D | | | | | |