

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Beginning Clerical Worker Series

(Updated March 19, 2010)

Opportunities at **work.**



Andrew M. Cuomo
Governor

Table of Contents

Updated BCW Test Guide	1
A. Introduction	2-3
B. Sample Questions	
1. Name and Number Checking	4
2. Reading	5
3. Coding Information	6
4. Filing	7
5. Clerical Operations with Letters and Numbers	8
6. Arithmetic Computation with Calculator	9
7. Arithmetic Reasoning	10
8. Keeping Simple Inventory Records	11-12
C. Practice Test	13-21
D. Test Security	22
E. Practice Test Key	23

Updated BCW Test Guide

NOTE: The Test Guide for the Beginning Clerical Worker Series has been updated as of March 19, 2010. Because of the large number of applicants, both morning and afternoon testing sessions will be held on Saturday, May 8 and Sunday, May 9 throughout the State.

The time has been shortened to 3 hours. The test has been shortened to 70 questions. All of the same subject areas will be included.

Some adjustments have been made to the format of some directions and the wording of some questions.

Name and Number Checking

- Directions have been re-worded and re-formatted.
- A "D" choice has been added to the questions to match the four choices on the orange answer sheet.

Coding Information

- Directions have been re-formatted.
- Directions state that the full code has six characters.
- Questions are re-worded to follow the order in the table.

Filing

- All questions now ask for the THIRD entry in the sorted list, to match the actual test questions. Directions were adjusted to reflect this.
- "Date Hired" is now "Date of Hire."

INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Beginning Clerical Worker Series. This test guide provides a general description of the subject areas which will be tested and the different types of questions you may see on the test. The Examination Announcement will specify the exact subject areas to be included on the examination you will be taking.

The test time has been shortened to 3 hours. The test has been shortened to 70 questions. The test is divided into eight subject areas: Name and Number Checking, Reading, Coding Information, Filing, Clerical Operations with Letters and Numbers, Arithmetic Computation with Calculator, Arithmetic Reasoning, and Keeping Simple Inventory Records.

These are the descriptions of the subject areas that are found on the examination announcement.

- 1. Clerical operations with letters and numbers** – These questions test for skills and abilities in clerical operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.
- 2. Coding information** – These questions test for the ability to use written directions to code information accurately. You will be asked to apply one or more sets of coding rules. Complete directions are provided; no previous knowledge of or training in any coding system is required.
- 3. Filing** – These questions test for the ability to arrange given information into orders specified by directions. You will be asked to arrange a list of names into a file in several different orders (e.g., alphabetically, by name or job title and numerically, by age or by other numeric code). Questions ask what name or number appears in a given position in a specified file order. Knowledge of alphabetical and numerical order is required. No knowledge of particular types of filing systems is needed.
- 4. Name and number checking** – These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is presented in two columns, and you will have to determine how the entry in the first column compares with the entry in the second column. You will be instructed to mark your answers according to a designated code provided in the directions.
- 5. Reading** – These questions test for the ability to read and understand short passages. You will be asked one question about each passage. Everything you need to know to answer the questions is contained in the passages.

INTRODUCTION – Continued

6. **Arithmetic computation with calculator** – These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You will also be asked to round an answer to the nearest whole number. **YOU SHOULD BRING WITH YOU A QUIET, HAND-HELD, SOLAR- OR BATTERY-POWERED CALCULATOR FOR USE ON THIS TEST.**

7. **Arithmetic reasoning** – These questions test your ability to solve an arithmetic problem presented in sentence or short paragraph form. You must read the problem, understand the situation presented, decide what must be done to solve it, and apply the appropriate arithmetic operation(s) in the appropriate order, in order to determine the correct answer. Knowledge of addition, subtraction, multiplication, and division will be necessary. Questions may also involve the use of percents, decimals, and fractions.

8. **Keeping simple inventory records** – These questions test your skill in following instructions in order to keep accurate records of different materials received and distributed from a central location. For some questions you will be given written directions for a set of records and forms on which records are kept. You are to complete these forms from partially completed records, then answer questions about the completed records. For other questions you will be given a list of materials, with the quantities and prices per unit of those materials. You will be asked to compute total costs from quantities and unit prices, and to make other calculations based on information in the list and in the questions. The ability to add, subtract, multiply and divide will be required. Specific knowledge of record keeping systems and techniques will not be needed.

The remainder of this test guide explains how you will be tested in each of the subject areas listed. A **TEST TASK** is provided for each subject area. This is an explanation of how a question will be presented and how to correctly answer it. Read each explanation carefully. This test guide provides at least one **SAMPLE QUESTION** for each subject area. The sample questions will be similar to what will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer to each sample presented. You should study these in order to understand how the correct or best answers were determined.

At the end of this test guide we have included a **Practice Test** which includes additional examples of the types of questions you will see on the written test for the Beginning Clerical Worker Series. Answers are provided in the **Practice Test Key** so that you can see how well you have done.

SUBJECT AREA 1

NAME AND NUMBER CHECKING: These questions test for the ability to check whether the names, addresses and numbers in one list are the same as those in another list.

TEST TASK: Each question consists of two lists showing a name, address, and a Social Security Number. In **List I**, the words are all correct and are written entirely in capital letters. In **List II**, some errors were made, and only the first letter of each word is capitalized. Your task will be to compare List II with List I and determine whether List II contains an error in one of the lines or whether there are no errors in List II. (There will either be one error or no errors in each question.)

Then you must mark your answer paper according to the following code:

- Choice A - *if List II contains an error, and it is in line A*
- Choice B - *if List II contains an error, and it is in line B*
- Choice C - *if List II contains an error, and it is in line C*
- Choice D - *if List II contains no errors*

SAMPLE QUESTION:

	LIST I	LIST II
A.	CLAYTON L. BARKER	Clayton L. Barker
B.	461 NORTH HURON	461 North Huron
C.	090-40-5961	090-04-5961
D.	There is no error in List II	

SOLUTION: *Lines A and B are the same on both lists. In line C, List I shows the Social Security Number as 090-40-5961. In List II, however, the fourth and fifth digits of the Social Security Number are written 090-04-5961. **Since List II contains an error in line C, the correct answer to this sample question is Choice C.***

SUBJECT AREA 2

READING: These questions test how well you understand what you read.

TEST TASK: You will be provided with a short passage to read and a question about the passage to answer. Everything you need to know to answer the question is contained in the passage. To answer the question correctly, you must base your answer **ONLY** on the information contained in the passage.

SAMPLE QUESTION:

"In the modern office, typewriters have been all but completely replaced by personal computers. Personal computers offer the advantage of simplified document creation and editing, and they are also multi-functional. Not only can personal computers be used for word processing, but they can also be used for spreadsheets, databases, and e-mail. While typewriters will probably continue to be used for very limited purposes, the personal computer has found a place on virtually every desk because of its many capabilities and its ease of use."

Which one of the following statements is best supported by the passage above?

- A. In the near future, the use of typewriters will probably be completely abandoned.
- B. Typewriters have become almost obsolete because they cannot be used for e-mail.
- C. Most offices have converted their old typewritten file documents into an electronic format.
- D. Office workers can perform a wider range of tasks on personal computers than they could on typewriters.

SOLUTION:

To answer this question correctly, you must evaluate each choice against the information contained in the passage. Reject the choices that are not completely supported by information in the passage. Select the choice that is completely supported by information in the passage.

Choice A states, "In the near future, the use of typewriters will probably be completely abandoned." This contradicts information in the passage which states, "...typewriters will probably continue to be used for very limited purposes..." Therefore, choice A is not supported by the passage.

Choice B states, "Typewriters have become almost obsolete because they cannot be used for e-mail." However, the passage makes no such statement. Therefore, choice B is not supported by the passage.

Choice C states, "Most offices have converted their old typewritten file documents into an electronic format." However, the passage does not mention what has been done with the documents that were created on typewriters. Therefore, choice C is not supported by the passage.

Choice D states, "Office workers can perform a wider range of tasks on personal computers than they could on typewriters." The passage states, "Personal computers... are also multi-functional." The passage also states "...the personal computer has found a place on virtually every desk because of its many capabilities..." These two pieces of information from the passage support the statement in choice D. **Therefore, the correct answer to this sample question is Choice D.**

SUBJECT AREA 3

CODING INFORMATION: These questions test for the ability to follow written directions on how to code information accurately. Complete directions are provided. No previous knowledge of or training in any coding system is required.

TEST TASK: Each question uses a set of rules on how to code information, and a chart showing what information needs to be coded. Your task will be to correctly apply the coding rules to the information in the chart in order to arrive at the correct answer.

NOTE: Although both the Sample Question and the Practice Test Questions use the same chart, the questions in the actual test will use a different, but similar, chart.

SAMPLE QUESTION:

Your job is to apply codes to record the expenses of different units in an agency. A code has six characters and is made up of **two 2-letter codes** and **one 2-number code** from the table below. The first two letters show which unit had the expense; the next two letters show what the expense was for; the two numbers show which fund was used to pay for the expense. For example, the code **PETV10** would be used by someone in Personnel (**PE**), for Travel (**TV**), charged against the General Fund (**10**).

CODES		
UNIT	EXPENSE	FUND
PE – Personnel	TV – Travel	10 – General Fund
PR – Public Relations	SU – Supplies	15 – Residual Fund
RD – Research	TR – Training	22 – Education Fund
DP – Data Processing	OT – Overtime	33 – Discretionary Fund

What code should you use for someone in Research for Travel that will be paid for by the Residual Fund?

- A. RDTR10
- B. RDTV15
- C. DPTV15
- D. DPTR10

SOLUTION: *The code for the Research Unit (Column 1) is **RD**. The code for Travel (Column 2) is **TV**. The code for the Residual Fund (Column 3) is **15**. Therefore, since the complete code is **RDTV15**, the correct answer to this sample question is Choice B.*

SUBJECT AREA 4

FILING: These questions test for the ability to arrange names into different orders (e.g., alphabetically by last name, by title, by date of hire, or by a combination of those categories). Knowledge of alphabetical and numerical order is required. No knowledge of particular types of filing systems is needed.

TEST TASK: Each question consists of a list of names that must be rearranged to be in the order specified by the question. You will then be asked which name should appear in the THIRD position.

SAMPLE QUESTION 1:

Which one of the following names should be filed THIRD if filed by Date of Hire, with employees most recently hired listed first?

	Name	Date of Hire
A.	Esposito, C.	10/3/94
B.	Coyne, B.	5/23/95
C.	Sedge, L.	9/3/97
D.	Brown, D.	4/12/95

SOLUTION: To answer this question correctly, you must first put the names into hiring-date order, with the most recent date first (as shown below). You must then identify the **third** name, in hiring-date order.

Date of hire	Name
9/3/97	Sedge, L.
5/23/95	Coyne, B.
4/12/95	Brown, D.
10/3/94	Esposito, C.

Arranging the names in order of date of hire places Brown, D. as the third name down. **Therefore, the correct answer to this sample question is Choice D.**

SAMPLE QUESTION 2:

Which one of the following names should be filed THIRD, if filed alphabetically by title? Employees who have the same title are then filed alphabetically by last name.

	Name	Title
A.	Esposito, C.	Administrator
B.	Coyne, B.	Senior Stenographer
C.	Sedge, L.	Clerk
D.	Brown, D.	Clerk

SOLUTION: Esposito would be filed first by "Administrator." The next title alphabetically is "Clerk." The two employees in that title are Sedge and Brown. Brown comes before Sedge, making Sedge the third in the list. **Therefore, the correct answer to this sample question is Choice C.**

SUBJECT AREA 5

CLERICAL OPERATIONS WITH LETTERS AND NUMBERS: These questions test for the ability to alphabetize, compare, check, and count groups of letters and/or numbers.

TEST TASK: Each question involves a variety of operations with letters and numbers. Your task will be to determine the correct answer by alphabetizing, comparing, checking, and/or counting a given group of letters and/or numbers.

SAMPLE QUESTION 1:

Which one of the following letters is as far after C in the alphabet as T is after O?

- A. G
- B. H
- C. I
- D. J

SOLUTION TO SAMPLE QUESTION 1: To answer this question correctly, you must first count the number of letters that fall between O and T in the alphabet. There are four such letters (P, Q, R, S). You must then count four letters from C (D, E, F, G), and then identify the next letter, H. **Since the letter H is as far after C in the alphabet as T is after O, the correct answer to Sample Question 1 is Choice B.**

SAMPLE QUESTION 2:

In the following list of numbers, how many times does 8 come just after 6 when 6 comes just after an odd number?

6325687253494236844576842396868

- A. 2
- B. 3
- C. 4
- D. 5

SOLUTION TO SAMPLE QUESTION 2: To answer this question correctly, you must read the list of numbers from left to right and:

- locate each 8 that comes just after a 6 in the list of numbers given in the problem
- determine whether the 6 comes just after an odd number
- count how many occasions where 8 comes just after a 6 that comes just after an odd number

In this problem, there are 4 occasions where 8 comes just after a 6 that comes just after an odd number (568, 368, 768, 968). **Since 8 comes just after 6 when 6 comes just after an odd number a total of 4 times, the correct answer to Sample Question 2 is Choice C.**

SUBJECT AREA 6

ARITHMETIC COMPUTATION WITH CALCULATOR: These questions test for the ability to use a calculator to do basic arithmetic computations. Questions will involve addition, subtraction, multiplication, and division. You will also be asked to round an answer to the nearest whole number.

TEST TASK: You will be provided with a question which presents three separate computational problems. You must solve each problem, add the three answers together (this is the SUM), and then ROUND the added total (SUM) to the nearest whole number.

You should use a calculator to do the computations.

NOTE: If a division question uses the symbol $\overline{\hspace{1cm}}$, for example $3.6 \overline{)754.2}$, this means divide 754.2 by 3.6.

SAMPLE QUESTION:

Multiply: 240 by 152.4 =

Divide: 49,362 by 142.5 =

Add: 1,218 plus 8,052.3 plus 89.62 =

The SUM of the answers to the three problems above, ROUNDED to the nearest whole number, is

- A. 46,282
- B. 46,362
- C. 47,928
- D. none of the above

SOLUTION: *To answer this question correctly, you must first use a calculator to solve each problem in order; then, you must add the three answers together; finally, you must round the added total (SUM) to the nearest whole number.*

- **Multiply 240 by 152.4; the result is 36,576.**
- **Divide 49,362 by 142.5; the result is 346.4.**
- **Add 1,218 plus 8,052.3 plus 89.62; the result is 9,359.92.**

Add the three answers together: 36,576 plus 346.4 plus 9,359.92; the result is **46,282.32**.

Round 46,282.32 to the nearest whole number; the result is 46,282.

To round to the nearest whole number you only have to look at the digit after the decimal point. If it is less than 5, round down – drop the digits after the decimal point. If the digit after the decimal point is 5 or greater, round up to the nearest whole number. (NOTE: a whole number has no decimals or fractions.)

To round 46,282.32 to the nearest whole number, look at the digit after the decimal point; the digit is 3. Since 3 is less than 5, the nearest whole number is 46,282. (If the sum of the answers to the three problems had been 46,282.5 or 46,282.6, etc., the nearest whole number would have been 46,283.)

The correct answer to this sample question is choice A, which is 46,282.

SUBJECT AREA 7

ARITHMETIC REASONING: These questions test for the ability to solve arithmetic problems which are presented in sentence or short paragraph form.

TEST TASK: You will be given an arithmetic problem in sentence or short paragraph form. You must decide how to solve the problem, and then use addition, subtraction, multiplication, or division, in the correct order, to get the correct answer.

SAMPLE QUESTION:

Of the 300 people working at a medical facility, 14% are physicians' assistants. How many workers at the medical facility are not physicians' assistants?

- A. 42
- B. 86
- C. 258
- D. 286

SOLUTION: *To answer this question correctly, you must determine what percent (%) of the workers at the medical facility are **not** physicians' assistants. Since 14% of the workers **are** physicians' assistants, 86% (100% minus 14%) of the workers are **not** physicians' assistants. By calculating 86% of the 300 people working at the medical facility, you can determine how many workers at the medical facility are **not** physicians' assistants ($.86 \times 300 = 258$). Therefore, the correct answer to this sample question is 258, choice C.*

SUBJECT AREA 8

KEEPING SIMPLE INVENTORY RECORDS: These questions test for the ability to follow instructions in keeping simple inventory records of different materials received and distributed from a central location. The ability to add, subtract, multiply, and divide will be required. You may have to compute total costs from quantities and unit prices. Knowledge of specific record keeping systems and techniques will not be needed.

TEST TASK: For some questions, you will be given written directions on how to handle the records and forms associated with the materials being used. You will have to use information from partially completed records, and then follow written directions in order to fill in the remainder of the forms. You will then have to answer questions about the completed records. For other questions, you will be given a list of materials and information about the materials. You will need to make calculations based on this information in order to answer these questions.

SAMPLE QUESTION 1:

DIRECTIONS: Assume that your duties include keeping weekly inventory records for supplies in your department. Use the information provided below to fill in the missing information in the inventory record above the question, and then answer the question that follows the record.

1. Begin with the AMOUNT ON HAND AS OF 8/7.
2. Subtract the amount USED during the week from the AMOUNT ON HAND. This is the balance.
3. If the balance is equal to or less than the RE-ORDER LEVEL, write the RE-ORDER AMOUNT in the ORDERED column and add it to the balance. The result becomes the NEW TOTAL. If the balance is above the RE-ORDER LEVEL, enter 0 in the ORDERED column and copy the balance into the NEW TOTAL column.
4. The NEW TOTAL is the amount on hand at the beginning of the next week. Using this amount on hand, repeat steps 2 through 4 to complete the rest of the inventory record for the weeks of 8/14, 8/21 and 8/28.

ITEMS	Paper Clips (boxes)
RE-ORDER LEVEL:	8
RE-ORDER AMOUNT:	12
AMOUNT ON HAND AS OF 8/7:	14

WEEK OF:	USED	ORDERED	NEW TOTAL
8/7	10		
8/14	8		
8/21	6		
8/28	8		T

What is the value of T?

- A. 16
- B. 18
- C. 20
- D. none of the above

The solution to Sample Question 1 is continued on the next page.

SUBJECT AREA 8 – CONTINUED

KEEPING SIMPLE INVENTORY RECORDS (Continued):

SOLUTION TO SAMPLE QUESTION 1:

To answer this question correctly, you must follow the directions given in the problem; compute the New Total for each week; and then determine the New Total for the week of 8/28 (T).

First, the number of boxes of paper clips on hand as of 8/7 is 14. Subtract 10, the amount used during the week of 8/7. The balance is 4. Since this is lower than the reorder level (8), you need to order 12 boxes, and you should record this in the Ordered column. You need to add the balance to the amount ordered to obtain the New Total. The New Total is now 16, and this should be entered in the New Total column. The New Total at the end of the week of 8/7 is the amount on hand as of 8/14.

For the week of 8/14, the amount on hand is 16 boxes. Subtract 8, the amount used. The balance is 8. Since this is equal to the reorder amount, order 12 boxes. The New Total is now 20.

For the week of 8/21, the amount on hand is 20 boxes. Subtract 6, the amount used. The balance is 14. Since this is higher than the reorder amount, you do not need to order any boxes. The New Total is now 14.

For the week of 8/28, the amount on hand is 14 boxes. Subtract 8, the amount used. The balance is 6. Since this is lower than the reorder amount, you need to order 12 boxes. The New Total is now 18, which is the value of T. **Therefore, the correct answer to Sample Question 1, as shown below, is 18, choice B.**

WEEK OF:	USED	ORDERED	NEW TOTAL
8/7	10	12	16
8/14	8	12	20
8/21	6	0	14
8/28	8	12	T = 18

SAMPLE QUESTION 2:

DIRECTIONS: Given below is a section of an inventory listing of office supplies. You should answer the question based on the information given in this listing.

NUMBER OF UNITS ON HAND	UNITS	DESCRIPTION	COST PER UNIT
175	Boxes	Small Paper Clips	\$3.99
240	Boxes	Large Paper Clips	\$4.59
150	Boxes	Standard Staples	\$6.39
110	Boxes	Heavy Duty Staples	\$7.79

What is the total cost of the number of units on hand of large paper clips?

- A. \$ 803.25
- B. \$ 957.60
- C. \$1,101.60
- D. none of the above

SOLUTION TO SAMPLE QUESTION 2: To answer this question correctly, you must multiply the number of units on hand of large paper clips (240) by the cost per unit of large paper clips (\$4.59). **The correct answer to this sample question is choice C, \$1,101.60.**

Below and on the following pages are additional examples of the types of questions that will be on the written test for the Beginning Clerical Worker Series. The answers are given on page 23. Good Luck!

PRACTICE TEST

NAME AND NUMBER CHECKING

- Choice A - *if List II contains an error, and it is in line A*
Choice B - *if List II contains an error, and it is in line B*
Choice C - *if List II contains an error, and it is in line C*
Choice D - *if List II contains no errors*

LIST I

LIST II

- | | | |
|----|----------------------------------|-------------------|
| 1. | A. SHARON GONZALEZ | Sharon Gonzalez |
| | B. 54 LAIRD DRIVE | 54 Laird Drive |
| | C. 122-82-9073 | 122-82-9073 |
| | D. There is no error in List II. | |
| 2. | A. FRUCHTER, WILLIAM | Fruchter, William |
| | B. 543 PETER AVENUE | 543 Peters Avenue |
| | C. 809-43-4537 | 809-43-4537 |
| | D. There is no error in List II. | |
| 3. | A. BROWN, MERVYN | Brown, Merwyn |
| | B. 16 FIRST ST. | 16 First St. |
| | C. 316-15-4443 | 316-15-4443 |
| | D. There is no error in List II. | |

READING

4. "Standards of fair play on the road include the observance not only of traffic regulations but also of the rules of courtesy. Courteous driving is based on common sense consideration for other drivers and a strong desire to make the roads safe for everyone. Good highway manners should become just as much a matter of habit as other kinds of manners."

Which one of the following statements is best supported by the above selection?

- A. Being courteous when driving is more important than observing traffic regulations.
- B. Courteous driving contributes significantly to road safety.
- C. Those who are generally polite are also courteous drivers.
- D. Unlike driving courtesy, the observance of traffic regulations is a matter of habit.

5. "The New York State Park System must rate as one of the most diverse and unusual park systems in the nation. It includes a large variety of parks, from an ocean-front beach on Long Island to a group of small islands on Lake George. The Park System also provides a wide variety of activities within its parks. These activities include camping, hiking, fishing, swimming, boating, picnicking, and skiing."

Which one of the following statements is best supported by the above selection?

- A. The New York State Park System includes a large variety of ocean-front beaches on Long Island.
- B. Diversity in both setting and activity can be found in the New York State Park System.
- C. The New York State Park System is the most unusual and diversified park system in the nation.
- D. The most unusual park in the New York State Park System, made up of a small group of islands, is on Lake George.

CODING INFORMATION

Use this chart to answer the next three questions.

CODES		
UNIT	EXPENSE	FUND
PE – Personnel	TV – Travel	10 – General Fund
PR – Public Relations	SU – Supplies	15 – Residual Fund
RD – Research	TR – Training	22 – Education Fund
DP – Data Processing	OT – Overtime	33 – Discretionary Fund

6. What code should you use for someone in the Data Processing Unit for Supplies that will be paid for by the General Fund?

- A. RDTR10
- B. RDTV15
- C. DPOT15
- D. DPSU10

7. What code should you use for someone in the Personnel Unit for Travel that will be paid for by the Residual Fund?

- A. PETR10
- B. PETV15
- C. RDTR22
- D. RDTV33

8. What code should you use for someone in the Public Relations Unit for Training that will be paid for by the Education Fund?

- A. RDTV15
- B. PETR22
- C. DPTV15
- D. PRTR22

FILING

9. Which of the following names should be filed THIRD if filed by date of hire, with employees most recently hired filed first?

	Name	Date of Hire
A.	Suarez, M.	10/3/93
B.	Swiatek, K.	4/12/95
C.	Chung, M.	6/3/98
D.	Waters, S.	5/23/95

10. Which of the following names should be filed THIRD if filed alphabetically by title? Employees who have the same title are then filed alphabetically by last name.

	Name	Title
A.	Evans, C.	Administrator
B.	Matos, B.	Senior Stenographer
C.	Seeley, L.	Administrator
D.	Baldwin, D.	Clerk

11. Which of the following names should be filed THIRD if filed alphabetically by last name?

	First Name	Last Name
A.	Charles	Coyle
B.	Adam	Smith
C.	Linda	Riddle
D.	Lisa	Placer

CLERICAL OPERATIONS WITH LETTERS AND NUMBERS

12. In the following row of letters, how many times is the letter T followed by W when W is not followed by B?

T W B M T V Q W M T B W B M W R V M T W M W B C K M W T

- A. 1
- B. 2
- C. 3
- D. 4

13. In how many of the following lines are the two numbers exactly the same?

535210867	53520867
4279183	4279183
2338594	2338594
83694067	83964067
754311856	754311856
698321	698321

- A. 2
- B. 3
- C. 4
- D. 5

14. In how many of the ten words below is there a letter that appears more than once in the word and is not the first or the last letter of the word?

barnyard	outside	interest	doubled	unbelievable
indicate	acceptable	function	pension	indeterminate

- A. 2
- B. 3
- C. 4
- D. 5

ARITHMETIC COMPUTATION WITH CALCULATOR

15. Multiply: 42 by 39.48 =
Divide: 1982.46 by 12 =
Add: 3,653 plus 469 plus 988.2 =

The sum of the answers to the three problems above, **ROUNDED** to the nearest whole number, is

- A. 1,823
B. 6,934
C. 6,984
D. none of the above

16. Add: 2,647 plus 750.6 plus 1,398.93 =
Divide: 1,435.2 by 52 =
Find: one-third of 30,242.94 =

The sum of the answers to the three problems above, **ROUNDED** to the nearest whole number, is

- A. 4,824
B. 10,801
C. 14,905
D. none of the above

17. Divide: $2.4 \overline{)136.32}$ Multiply: $\begin{array}{r} 475 \\ \times 3.4 \\ \hline \end{array}$ Subtract: $\begin{array}{r} 10,822.8 \\ - 530.01 \\ \hline \end{array}$

The **SUM** of the answers to the three problems above, **ROUNDED** to the nearest whole number, is

- A. 11,365
B. 11,465
C. 11,645
D. none of the above

ARITHMETIC REASONING

18. If one clerk can process 75 pieces of mail in 2 and 1/2 hours, how long will it take eight clerks to process 1620 pieces of mail if all of them work at this same rate?

- A. 2 and 1/2 hours
- B. 6 and 3/4 hours
- C. 16 and 1/3 hours
- D. 54 hours

19. A company buys the following: 11 computers at \$1350 each; 2 printers at \$2600 each; and 60 boxes of paper at \$150 per dozen boxes. What is the total cost of this purchase?

- A. \$14,850
- B. \$15,600
- C. \$20,800
- D. \$29,050

20. A dress whose original price was \$185 will be discounted by 35%. If the sales tax will be 8% of the discounted price, what will be the new total cost of the dress?

- A. \$129.87
- B. \$120.25
- C. \$ 64.75
- D. none of the above

KEEPING SIMPLE INVENTORY RECORDS

DIRECTIONS: Given below is a section of an inventory listing of office supplies. You should answer the next two questions based on the information given in this listing.

NUMBER OF UNITS ON HAND	UNITS	DESCRIPTION	COST PER UNIT
210	boxes	Manila envelopes, legal size	\$10.59
190	boxes	Manila envelopes, letter size	\$ 8.99
140	reams	8 1/2" x 11" paper, white	\$24.59
110	reams	8 1/2" x 14" paper, white	\$24.99

21. What is the total cost of the quantity on hand of all the manila envelopes?
- A. \$1,708.10
 - B. \$2,223.90
 - C. \$3,932.00
 - D. none of the above
22. If there are 20 legal size manila envelopes in a box, which one of the following is the cost of one legal size manila envelope?
- A. \$.4495
 - B. \$.5295
 - C. \$1.2295
 - D. \$5.295

KEEPING SIMPLE INVENTORY RECORDS – CONTINUED

USE THESE DIRECTIONS for the next question:

1. Begin with the AMOUNT ON HAND AS OF 7/07.
2. Subtract the amount used during the week from the AMOUNT ON HAND. This is the balance.
3. If the balance is equal to or less than the RE-ORDER LEVEL, write the RE-ORDER AMOUNT in the ORDERED column and add it to the balance. The result becomes the NEW TOTAL. If the balance is above the RE-ORDER LEVEL, copy the balance into the NEW TOTAL column.
4. The NEW TOTAL is the amount on hand at the beginning of the next week. Using this amount on hand, repeat steps 2 through 4 to complete the rest of the inventory record for the weeks of 7/14, 7/21 and 7/28.

ITEMS: Masking tape (rolls)
RE-ORDER LEVEL: 6
RE-ORDER AMOUNT: 9
AMOUNT ON HAND AS OF 7/07: 13

WEEK OF:	USED	ORDERED	NEW TOTAL
7/07	8		
7/14	6		
7/21	7		
7/28	4		S

23. What is the value of **S**?

- A. 6
- B. 9
- C. 15
- D. none of the above

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this guide to familiarize yourself with what the test will cover.
- Study and review the subject areas to be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other **allowed** materials.
- Calculators are allowed as described in the announcement.
- Do **NOT** bring this test guide to the test site.

At the test site ...

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

During the test ...

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

*PRACTICE TEST
KEY*

- (1) – D
- (2) – B
- (3) – A
- (4) – B
- (5) – B
- (6) – D
- (7) – B
- (8) – D
- (9) – B
- (10) – D
- (11) – C
- (12) – A
- (13) – C
- (14) – D
- (15) – B
- (16) – C
- (17) – D
- (18) – B
- (19) – C
- (20) – A
- (21) – C
- (22) – B
- (23) – C

This is the answer key for the Practice Test. There are 70 questions in the actual test. The written test for the Beginning Clerical Worker Series has an overall time allowance of 3 hours.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make the information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

Visit the New York State
Department of Civil Service web site
www.cs.ny.gov



New York State
Department of Civil Service
Albany, NY 12239

2010