



**Department of
Civil Service**

A Guide to the Written Test

for the

Beginning Office Assistant Series

Includes the following titles:

26-711 Beginning Office Assistant

26-712 Beginning Office Assistant (Spanish Language)

26-697 Office Assistant 1-Keyboarding

26-698 Office Assistant 1-Keyboarding (Chinese Language)

26-699 Office Assistant 1-Keyboarding (Spanish Language)

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GENERAL INFORMATION

Introduction: The New York State Department of Civil Service has developed this **Test Guide** to familiarize you with the written tests for the **Beginning Office Assistant Examination Series**. The information presented in this Test Guide may help you in preparing to take the examinations in this examination series.

What is an examination series: An examination series is a group of examinations that are held on the same date and that use the same test booklet(s). An examination series may contain just a few examinations or several hundred.

Determining the subject areas for your examination(s): To determine the subject areas that are included on your examination(s), you should refer to the examination announcement(s) for the particular examination(s) you are taking. On the announcement(s), the subject areas are listed under the heading: "Subjects of Examination."

Using the Candidate Directions to determine the test questions for your examination(s): At the test site, you will be given a set of Candidate Directions. The Candidate Directions will contain a Test Plan Chart for your examination(s). Read the directions for the Test Plan Chart very carefully so that you correctly identify the sets of questions you need to answer for the examination(s) you are taking. A Sample Test Plan Chart appears in the next section of this Test Guide.

Test question format: All the test questions in the Beginning Office Assistant examination series will be multiple-choice questions.

Time allowance: The overall time allowance for the Beginning Office Assistant examination series is **3 hours**. Because of the large number of test applicants anticipated for the Beginning Office Assistant Examination Series, morning and afternoon testing sessions will be held on both Saturday and Sunday.

Subject area information: This Test Guide provides a detailed description of each subject area in this examination series. This includes an explanation of how questions will be presented and how to correctly answer them.

Sample questions: This Test Guide provides at least one sample question for each subject area in this examination series. The sample questions are similar to what will be presented in the test booklet. This Test Guide provides the solution and correct/best answer for each sample question presented. You should study these carefully in order to understand how the correct or best answers were determined.

Keyboarding Performance Test: Prior to being considered for appointment as an Office Assistant 1-Keyboarding, Office Assistant 1-Keyboarding (Chinese Language), or Office Assistant 1-Keyboarding (Spanish Language), candidates who pass the written test for these examinations will be required to pass a keyboarding test that demonstrates their ability to enter text at a rate of at least 30 words per minute with at least 96% accuracy. Additional information is available on the announcement for those examinations.

Test Security: Please read the brief discussion on Test Security provided at the end of this Test Guide. It provides an explanation of the test taker's obligations and responsibilities.

Tips for Taking the Test: Page 17 of this Test Guide provides some tips on how to prepare for and take a NYS Civil Service test.

SAMPLE TEST PLAN CHART

At the test site, you will receive a set of **Candidate Directions**. The Candidate Directions will contain a **Test Plan Chart**, similar to the one shown below. You will use the Test Plan Chart you receive on the day of the written test to determine which test questions you should answer for the examination(s) you are taking.

Sample Test Plan Chart

	Test Booklet		Questions		
Test Plan No.	Exam No.	Exam Title	1-40	41-50	Total
1	26-711	Beginning Office Assistant	x		40
1	26-712	Beginning Office Assistant (Spanish Language)	x		40
2	26-697	Office Assistant 1 – Keyboarding	x	x	50
2	26-698	Office Assistant 1 – Keyboarding (Chinese Language)	x	x	50
2	26-699	Office Assistant 1 – Keyboarding (Spanish Language)	x	x	50

Determining which test questions to answer:

On the Test Plan Chart you receive on the day of the written test, you should take the following steps:

- Circle each **Test Plan Number** for the examination(s) you are taking.
- For each Test Plan Number you have circled, circle each **x** that appears in the same row.
- Answer each set of questions listed at the top of each column in which you have circled an **x**.
Note: These are the questions you need to answer. If you are taking more than one examination, you will need to answer each set of questions with a circled x **only once**.
- You should mark all of your answers on the answer sheet.

In the last column of the Test Plan Chart is the total number of questions to answer for each examination.

Examples using the Sample Test Plan Chart above:

- If you applied to take the Beginning Office Assistant and/or Beginning Office Assistant (Spanish Language) examinations, you should answer questions 1-40, a total of 40 questions.
- If you applied to take the Office Assistant 1-Keyboarding and/or the Office Assistant 1-Keyboarding (Chinese Language) or (Spanish Language) examinations, you should answer questions 1-50, a total of 50 questions.
- If you applied to take examinations in both Test Plan Number 1 and Test Plan Number 2, you should answer questions 1-50, a total of 50 questions.

LIST OF SUBJECT AREAS

There are 5 subject areas for the **Beginning Office Assistant Examination Series**:

1. **READING:** These questions test for the ability to read and understand short written passages. You will be asked one question about each passage. Everything you need to know to answer the question is contained in the passage. You should base your answer **only** on the information contained in the passage and **not** on what you may know about the topic.
2. **WORKING WITH OTHERS:** These questions test for knowledge of how to interact with others in a constructive, courteous, and effective manner. Questions will involve working or interacting with a variety of individuals in a variety of circumstances.
3. **NAME AND NUMBER CHECKING:** These questions test for the ability to accurately check names, words, and numbers that are almost exactly alike. Information will be presented in two or three columns. You must compare entries across the columns and mark your answers in accordance with the directions given.
4. **OPERATIONS WITH LETTERS AND NUMBERS:** These questions test for the ability to perform a variety of operations using letters and numbers. You must alphabetize, arrange, compare, check, and/or count given groups of letters and/or numbers, in order to answer the questions correctly.
5. **GRAMMAR, USAGE, PUNCTUATION, AND SPELLING:** These questions test for knowledge of grammar, word usage, punctuation, and spelling in the English language. The grammar and usage questions test for the ability to recognize **incorrect** grammar and word usage in sentences. Questions may involve errors in agreement of subject and verb, or in the use of nouns, pronouns, verbs, adjectives, adverbs, and/or prepositions. The punctuation questions test for the ability to recognize **incorrect** use and placement of punctuation marks, such as commas, question marks, and quotation marks, in given sentences. The spelling questions test for the ability to identify **misspelled** words.

SUBJECT AREA 1

READING: These questions test for the ability to read and understand short written passages. You will be asked one question about each passage. Everything you need to know to answer the question is contained in the passage. You should base your answer **only** on the information contained in the passage and **not** on what you may know about the topic.

There will be 10 questions in this subject area on the written test.

SAMPLE QUESTION:

"Before computers were used in offices, office workers used typewriters. Today, typewriters have been almost completely replaced by computers. Computers offer the advantage of simplified document creation and editing, and they are also multi-functional. Not only can 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 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 computers than they could on typewriters.

Choice D is the correct answer to this sample question.

SOLUTION:

To answer this question correctly, evaluate each choice given against statements contained in the passage; reject the choices that are not clearly supported by statements in the passage; select the choice that is clearly supported by statements in the passage.

Choice A states, "In the near future, the use of typewriters will probably be completely abandoned." This statement contradicts the statement in the passage, "...typewriters will probably continue to be used for very limited purposes..." Since choice A is not clearly supported by statements in the passage, choice A is not the correct answer to this sample question.

Choice B states, "Typewriters have become almost obsolete because they cannot be used for e-mail." However, the passage contains no statement about typewriters becoming almost obsolete because they cannot be used for e-mail. Since choice B is not clearly supported by statements in the passage, choice B is not the correct answer to this sample question.

Choice C states, "Most offices have converted their old typewritten file documents into an electronic format." However, the passage contains no statement about what most offices have done with their old typewritten file documents. Since choice C is not clearly supported by statements in the passage, choice C is not the correct answer to this sample question.

Choice D states, "Office workers can perform a **wider range of tasks** on computers than they could on typewriters." Since the passage states, "Computers... are also **multi-functional**," and, "...the computer has found a place on virtually every desk because of its **many capabilities**..." choice D is clearly supported by statements in the passage. **Choice D is the correct answer to this sample question.**

SUBJECT AREA 2

WORKING WITH OTHERS: These questions test for knowledge of how to interact with others in a constructive, courteous, and effective manner. Questions will involve working or interacting with a variety of individuals in a variety of circumstances.

There will be 10 questions in this subject area on the written test.

SAMPLE QUESTION:

An individual strongly expresses anger about a recent action taken by your agency. Which one of the following is the best first response?

- A. Tell the individual the reasons for the agency's action.
- B. Tell the individual you cannot discuss the agency's action until he calms down.
- C. Tell the individual you are sorry he has been negatively affected by the agency's action.
- D. Listen to the individual and express sympathy that he has been upset by the agency's action.

Choice D is the correct answer to this sample question.

SOLUTION:

To answer this question correctly:

- Consider each choice given.
- Select the choice which is the best response to the situation.

Choice A: *At this time, providing reasons for the agency's action ignores the individual's point of view and shows a lack of concern. Choice A is not the correct answer to this question.*

Choice B: *Telling the individual you cannot discuss the agency's action until he calms down makes the individual's behavior and feelings seem unacceptable. Choice B is not the correct answer to this question.*

Choice C: *Telling the individual you are sorry he has been negatively affected by the agency's action could be interpreted to mean that the agency's action was not positive. Choice C is not the correct answer to this question.*

Choice D: *Listening to the individual and expressing sympathy that he has been upset by the agency's action shows respect for the individual's point of view and feelings. **Choice D is the correct answer to this sample question.***

SUBJECT AREA 3

NAME AND NUMBER CHECKING: These questions test for the ability to accurately check names, words, and numbers that are almost exactly alike. Information will be presented in two or three columns. You must compare entries across the columns and mark your answers in accordance with the directions given.

There will be 10 questions in this subject area on the written test.

SAMPLE QUESTION:

The next question presents names and numbers in two lists.

List 1 presents the names and numbers correctly, and the words are written entirely in capital letters. List 2 is a copy of List 1, and only the first letter of each word is capitalized.

You have to compare List 2 with List 1 to see if an error has been made in copying the information into List 2. For each question there is either one error or no errors at all. As you compare the two lists, determine whether there is an error and

- select choice A if there is an error in List 2, and it is on line A.
- select choice B if there is an error in List 2, and it is on line B.
- select choice C if there is an error in List 2, and it is on line C.
- select choice D if there is no error in List 2.

List 1	List 2	
A CLAYTON L. BARKER	Clayton L. Barker	A
B 461 NORTH HURON	461 North Huron	B
C 090-140-5961	090-104-5961	C
D There is no error in List 2.		D

Choice C is the correct answer to this sample question.

SOLUTION:

To answer this question correctly:

- Compare each line in List 2 with the corresponding correct line in List 1.
- Select your answer in accordance with the directions given.

The process is as follows:

- Compare the names given on line A of both lists. They are the same.
- Compare the addresses given on line B of both lists. They are the same.
- Compare the identification numbers given on line C of both lists. They are not the same:
 - The identification number on List 1 is 090-140-5961. This is the correct information.
 - The identification number on List 2 is 090-104-5961. This is an error.

Since List 2 contains an error, and the error is in line C, the correct answer to this sample question is choice C.

SUBJECT AREA 4

OPERATIONS WITH LETTERS AND NUMBERS: These questions test for the ability to perform a variety of operations using letters and numbers. You must alphabetize, arrange, compare, check, and/or count given groups of letters and/or numbers, in order to answer the questions correctly.

There will be 10 questions in this subject area on the written test.

SAMPLE QUESTION 1:

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

Name	Date of Hire
A. Esposito, C.	10/03/94
B. Coyne, B.	05/23/95
C. Sedge, L.	09/03/97
D. Brown, D.	04/12/95

Choice D is the correct answer to this sample question.

SOLUTION:

To answer this question correctly, first, put the names into order by Date of Hire, with the most recent date first; then, identify the THIRD name in the order.

The result is as follows:

- | | |
|-------------|--------------|
| 1. 09/03/97 | Sedge, L. |
| 2. 05/23/95 | Coyne, B. |
| 3. 04/12/95 | Brown, D. |
| 4. 10/03/94 | Esposito, C. |

Since the THIRD name in this order is “Brown,” the correct answer to this sample question is choice D.

SAMPLE QUESTION 2:

In the following sentence, how many words contain at least one letter that appears more than once in that word?

“Right around April Fool’s Day, the daffodils and crocuses start to emerge and cheer us up after a long winter.”

- A. 5
- B. 6
- C. 7
- D. 8

Choice B is the correct answer to this sample question.

SOLUTION:

To answer this question correctly, look at each word in the sentence and count how many words contain one or more letters that appear more than once.

Since 6 words contain the same letter more than once (“Fool’s”, “daffodils”, “crocuses”, “start”, “emerge”, “cheer”), the correct answer to this sample question is choice B.

SUBJECT AREA 5

GRAMMAR, USAGE, PUNCTUATION, AND SPELLING: These questions test for knowledge of grammar, word usage, punctuation, and spelling in the English language. The grammar and usage questions test for the ability to recognize **incorrect** grammar and word usage in sentences. Questions may involve errors in agreement of subject and verb, or in the use of nouns, pronouns, verbs, adjectives, adverbs, and/or prepositions. The punctuation questions test for the ability to recognize **incorrect** use and placement of punctuation marks, such as commas, questions marks, and quotation marks, in given sentences. The spelling questions test for the ability to identify **misspelled** words.

There will be 10 questions in this subject area on the written test.

GRAMMAR: For each grammar question, you will be presented with four sentences. You must identify which one of the sentences is grammatically **incorrect**.

SAMPLE GRAMMAR QUESTION:

Which one of the following sentences is grammatically INCORRECT?

- A. Are their information accurate?
- B. Enclosed are copies for every committee member.
- C. Only one of the software packages suits our needs.
- D. The number of applications has increased this year.

Choice A is the correct answer to this sample question.

SOLUTION:

Consider each sentence given; then, select the sentence which is grammatically INCORRECT.

Sentence A, “Are their information accurate?” is grammatically incorrect. The subject of the sentence is “information,” a singular noun; the verb used in the sentence is “are,” a plural verb. To be grammatically correct, a singular noun (“information”) requires a singular verb (“is”), as in “information is.” To be correct, this sentence should read, “Is their information accurate?” **Since the question asks which sentence is grammatically INCORRECT, choice A is the answer to this sample question.**

Sentence B, “Enclosed are copies for every committee member,” is grammatically correct. The subject of the sentence is “copies,” a plural noun; the verb used in the sentence is “are,” a plural verb. Since “copies are,” is grammatically correct, choice B is not the answer to this sample question.

Sentence C, “Only one of the software packages suits our needs,” is grammatically correct. The subject of the sentence is “one,” a singular noun; the verb used in the sentence is “suits,” a singular verb. Since “one suits” is grammatically correct, choice C is not the answer to this sample question. (A common error is to think that “packages” is the subject of the sentence, so “suit” should be the verb.)

Sentence D, “The number of applications has increased this year,” is grammatically correct. The subject of the sentence is “number,” a singular noun; the verb used in the sentence is “has,” a singular verb. Since “number has,” is grammatically correct, choice D is not the answer to this sample question. (A common error is to think that “applications” is the subject of the sentence, so “have” should be the verb.)

SUBJECT AREA 5 (cont.)

GRAMMAR, USAGE, PUNCTUATION, AND SPELLING:

USAGE: These questions test for knowledge of correct word usage. For each question, you will be presented with four sentences. You must identify which one of the sentences contains an **incorrectly** used word or words.

SAMPLE USAGE QUESTION:

Which one of the following sentences contains an INCORRECTLY used word or words?

- A. His name precedes Mrs. Posten's on the roster.
- B. We still don't know whether we can fill the position.
- C. No one thinks of this change as an improvement in the workload.
- D. Why has Mr. Hasting's request to attend the seminar been disproved?

Choice D is the correct answer to this sample question.

SOLUTION:

Consider each sentence given; then, select the sentence which contains an INCORRECTLY used word or words.

Sentence A, "His name precedes Mrs. Posten's on the roster," contains correctly used words. Since the question asks which sentence contains an INCORRECTLY used word or words, choice A is not the answer to this sample question.

Sentence B, "We still don't know whether we can fill the position," contains correctly used words. Therefore, choice B is not the answer to this sample question.

Sentence C, "No one thinks of this change as an improvement in the workload," contains correctly used words. Therefore, choice C is not the answer to this sample question.

Sentence D, "Why has Mr. Hasting's request to attend the seminar been disproved?" contains an INCORRECTLY used word. "Disproved" means "proved to be false." Mr. Hasting's request to attend the seminar was not proved to be false ("disproved"); rather, it was not approved ("disapproved"). **Since "disproved" is an INCORRECTLY used word, choice D is the answer to this sample question.**

SUBJECT AREA 5 (cont.)

GRAMMAR, USAGE, PUNCTUATION, AND SPELLING:

PUNCTUATION: For each punctuation question, you will be presented with four sentences. You must identify which one of the sentences is **incorrectly** punctuated.

SAMPLE PUNCTUATION QUESTION:

Which one of the following sentences is INCORRECTLY punctuated?

- A. He has not reviewed the application, has he?
- B. Their points, all of them, are completely valid.
- C. As far as we know, there is one issue remaining.
- D. The question is not who we will hire but if we will be able to?

Choice D is the correct answer to this sample question.

SOLUTION:

Consider each sentence given; then, select the sentence which is INCORRECTLY punctuated.

Sentence A, “He has not reviewed the application, has he?” is correctly punctuated. Since the question asks which sentence is INCORRECTLY punctuated, choice A is not the answer to this sample question.

Sentence B, “Their points, all of them, are completely valid,” is correctly punctuated. Therefore, choice B is not the answer to this sample question.

Sentence C, “As far as we know, there is one issue remaining,” is correctly punctuated. Therefore, choice C is not the answer to this sample question.

Sentence D, “The question is not who we will hire but if we will be able to?” is INCORRECTLY punctuated. The sentence is a statement, not a question, so the question mark at the end of the sentence is incorrect. Since choice D is INCORRECTLY punctuated, **choice D is the answer to this sample question.** (The error is to think that, since the word “question” appears in the sentence, the sentence should end with a question mark.)

SUBJECT AREA 5 (cont.)

GRAMMAR, USAGE, PUNCTUATION, AND SPELLING:

SPELLING: For each spelling question, you will be presented with three words. You must determine which one, if any, of the words is **misspelled**.

SAMPLE SPELLING QUESTION:

Which one of the following words, if any, is MISSPELLED?

- A. manageable
- B. circumstants
- C. legality
- D. None of the above words is misspelled.

Choice B is the correct answer to this sample question.

SOLUTION:

To answer this question correctly:

- *Determine which word, if any, is MISSPELLED.*
- *Select the choice which correctly answers the question.*

The process is as follows:

- *Of the three words given, “circumstants” is misspelled. The correct spelling is “circumstance.”*
- *The other two words, “manageable” and “legality,” are correctly spelled.*
- ***Therefore, the correct answer to this sample question is choice B.***

BEGINNING OFFICE ASSISTANT SERIES
PRACTICE TEST

READING:

1. "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 consideration for other drivers and a strong desire to make the roads safe for everyone. Good highway manners should become just as much a habit as other kinds of manners."

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

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

2. "The New York State Park System is one of the most varied 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 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, and skiing."

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

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

WORKING WITH OTHERS:

3. Which one of the following is the best way to make sure that you use time efficiently when providing information to another person?

- A. Tell the person that you have very little time.
- B. Make sure you understand what information the person needs to know.
- C. Act in a friendly and helpful manner.
- D. Tell the person it is better to ask short questions and to avoid providing personal information.

4. You have begun working with a coworker on an important assignment that your supervisor gave to the two of you. The assignment needs to be completed quickly. You believe that your coworker is not doing the assignment correctly. However, your coworker believes that he is. Which one of the following is the best way to handle this situation?

- A. Ask your coworker if he likes working on the assignment.
- B. Tell your coworker that he is not doing the assignment correctly and that you can explain the assignment to him.
- C. Tell your coworker that you want to check with your supervisor to make sure that you understand the assignment.
- D. Tell your supervisor that your coworker is not doing the assignment correctly.

BEGINNING OFFICE ASSISTANT SERIES
PRACTICE TEST cont.

NAME AND NUMBER CHECKING:

The next two questions present names and numbers in two lists.

List 1 presents the names and numbers correctly, and the words are written entirely in capital letters. List 2 is a copy of List 1, and only the first letter of each word is capitalized.

You have to compare List 2 with List 1 to see if an error has been made in copying the information into List 2. For each question there is either one error or no errors at all. As you compare the two lists, determine whether there is an error and

- select choice A if there is an error in List 2, and it is on line A.
- select choice B if there is an error in List 2, and it is on line B.
- select choice C if there is an error in List 2, and it is on line C.
- select choice D if there is no error in List 2.

	List 1	List 2	
5. A	FRUCHTER, WILLIAM	Fruchter, William	A
B	543 PETER AVENUE	543 Peters Avenue	B
C	809-438-4537	809-438-4537	C
D	There is no error in List 2.		D
6. A	BROWN, MERVYN	Brown, Merwyn	A
B	16 FIRST ST.	16 First St.	B
C	316-152-4443	316-152-4443	C
D	There is no error in List 2.		D

OPERATIONS WITH LETTERS AND NUMBERS:

7. 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 Clerk
C. Sedge, L.	Administrator
D. Brown, D.	Clerk

BEGINNING OFFICE ASSISTANT SERIES
PRACTICE TEST cont.

OPERATIONS WITH LETTERS AND NUMBERS (cont.):

8. Which one 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

GRAMMAR, USAGE, PUNCTUATION, AND SPELLING:

9. Which one of the following sentences is grammatically INCORRECT?

- A. The members of the team are all present.
- B. One of the members should conduct the meeting.
- C. The group plan to do the analysis.
- D. The report was submitted late.

10. Which one of the following sentences contains an INCORRECTLY used word or words?

- A. Ever since he made the error, his conscious has been bothering him.
- B. The members are in opposition to the suggestion.
- C. The security issues have been well defined.
- D. Problems with the plan are evident.

11. Which one of the following sentences is INCORRECTLY punctuated?

- A. According to the agenda, who will speak first.
- B. In September, new office procedures will be instituted.
- C. The reorganization has been put on hold indefinitely, I am told.
- D. The speaker began by saying, "I will try to keep my remarks brief."

12. Which one of the following words, if any, is MISSPELLED?

- A. authority
- B. misbehavior
- C. comittee
- D. None of the above words is misspelled.

(The answers to the Practice Test can be found on page 18.)

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.
- Candidates who violate test security 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.
- You should not discuss the questions and answers, even in general terms, after you take the test.
- You should be careful that you do not inadvertently violate test security and put yourself at risk.

TIPS FOR TAKING THE TEST

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 *Test 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, and any other **allowed** materials.
- 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, including the test room, hallways, restrooms, building, grounds, and parking lots, could result in your disqualification.

During the test ...

- Read and follow all instructions 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.

BEGINNING OFFICE ASSISTANT SERIES

**PRACTICE TEST
ANSWER KEY**

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

**For further information about NYS Civil Service examinations, please visit
The New York State Department of Civil Service website at:**

<http://www.cs.ny.gov/jobseeker>

There, you will find:

- *A General Guide to Written Tests*, which contains information about:
 - The Examination Announcement
 - The Admission Notice
 - Tips for Completing Written Test Materials
 - Test Security
 - Conclusion
- *How to Take a Written Test for NYS Civil Service Examinations*, which contains:
 - Information for New York State Examination Candidates
 - How to Find Out About New York State Civil Service Examinations
 - What a Civil Service Examination Announcement Tells You
 - Special Test Administration Needs
 - Religious Accommodation
 - Military Personnel
 - Multiple Examinations Scheduled for the Same Day
 - How to Apply for a Civil Service Examination
 - The Admission Notice
 - On the Day of the Test
 - How to Prepare for the Test
 - Multiple-Choice Question Tips
 - Test-Taking Strategies
 - Test Security
 - Final Tips
 - Sample Test Questions for:
 - Arithmetic Reasoning
 - Educating and Interacting with the Public
 - Office Record Keeping
 - Understanding and Interpreting Written Material
 - Sample Admission Notice
 - Sample Candidate Directions
 - Sample Answer Sheet
 - Sample Test Booklet Cover
 - How to Read the Test Booklet Cover
 - Examples of Permitted Calculators
 - Calculators That Are Not Permitted

REASONABLE ACCOMMODATIONS IN TESTING

It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

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 this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.



Department of Civil Service

New York State
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