

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Second-Level Clerical Series

Opportunities at **work.**



Andrew M. Cuomo
Governor

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INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Second-Level Clerical 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 particular examination(s) you will be taking.

The written test for the Second-Level Clerical Series has an overall time allowance of **6½ hours**. The test is divided into seven subject areas, which are listed on page 4.

Calculators **MAY** be used for the entire test. Quiet, hand-held, solar- or battery-powered calculators are permitted. Devices with typewriter keyboards such as spellcheckers, personal assistants, address books and language translators are not permitted.

The remainder of this test guide explains how to determine which test questions you are to answer and how you will be tested in each of the subject areas listed on page 4. 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 are 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 Second-Level Clerical Test. Answers are provided in the **Practice Test Key** so that you can see how well you have done.

Descriptions of the Subject Areas

1. **Name and number checking** – These questions test for the ability to distinguish among sets of words, letters, and/or numbers that are almost exactly alike. Material is presented in three columns, and entries must be compared across columns. Answers are marked according to a code provided in the directions.
2. **Reading for information** – These questions test for the ability to locate information in source material such as directories, summaries, listings, timetables, narrative explanations, and instructions.
3. **Supervision** – These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
4. **Office record keeping** – These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.
5. **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 may also be asked to calculate averages, use percents, and to round an answer to the nearest whole number.

YOU SHOULD BRING WITH YOU A HAND-HELD BATTERY- OR SOLAR-POWERED CALCULATOR FOR USE ON THIS TEST.

6. **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 (number of units) and cost or price per unit. Knowledge of specific record keeping systems and techniques will not be needed.
7. **Interviewing** – These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

Test and Question Chart

Questions to answer: You are responsible for determining which test questions you are to answer.

The total time allowance for this series is 6½ hours for any combination of examinations that you have applied for.

Follow these directions and use the chart below to determine which questions you are to answer. If you applied to take all the examinations, you will need to answer all 105 questions in the test booklet.

- Locate the examination(s) that you are taking. Each **x** represents a block of questions you are to answer, and their location in the test booklet.
- By circling the blocks of questions at the top of each column where an **x** appears, you will know which questions to answer.

For example: If the examination you are taking has an **x** in the column labeled "Questions 31-45," you should answer the block of 15 questions from Question 31 to and including Question 45.

- Note: The last column is the total number of questions to be answered for that examination.

Test Plan Chart

Exam No.	Title	Questions							Total Number of Questions
		1-15	16-30	31-45	46-60	61-75	76-90	91-105	
36478	Agency Services Representative	x	x		x			x	60
36479	Agency Services Representative (Chinese Language)	x	x		x			x	60
36480	Agency Services Representative (Spanish Language)	x	x		x			x	60
36481	Calculations Clerk 2	x	x	x	x	x			75
36482	Calculations Clerk 2 (Chinese Language)	x	x	x	x	x			75
36483	Clerk 2	x	x	x	x				60
36484	Clerk 2 (Spanish Language)	x	x	x	x				60
36485	Senior Mail and Supply Clerk	x	x	x			x		60
36486	Stores Clerk 2	x	x	x		x	x		75

This is the order that the questions will be arranged in the Test Booklet:

Questions

- 1 - 15: Name and number checking
- 16 - 30: Reading for information
- 31 - 45: Supervision
- 46 - 60: Office record keeping
- 61 - 75: Arithmetic computation with calculator
- 76 - 90: Keeping simple inventory records
- 91 - 105: Interviewing

Note: At the test site, the above information will be presented in a slightly different format.

SUBJECT AREA 1

NAME AND NUMBER CHECKING: These questions test for the ability to determine whether sets of words, letters, and/or numbers are the same or different. Material is presented in three lists, and entries must be compared across lists. Answers are marked according to a code provided in the directions.

TEST TASK: You will be asked to determine if the information in List A has been copied correctly into List B and List C.

Directions: List A has the correct information.

- Compare List B to List A and determine if List B is a correct copy of List A. (A “correct copy” is identical to List A.)
- Compare List C to List A and determine if List C is a correct copy of List A.
- Then, mark your answers according to the following code:

Mark **A**—if **all the lists are the same**.

Mark **B**—if **only List B is the same as List A**.

Mark **C**—if **only List C is the same as List A**.

Mark **D**—if **neither List B nor List C is the same as List A**.

SAMPLE QUESTION 1:

List A	List B	List C
Fruchter, William 543 Peter Avenue Potsdam, N.Y. 12435 809-43-4537 5' 10" 170 lbs. GR	Fruchter, William 543 Peter Avenue Potsdam, N.Y. 12345 809-43-4537 5' 10" 170 lbs. GR	Fruchter, William 543 Peter Avenue Potsdam, N.Y. 12435 809-43-4537 5' 10" 170 lbs. GR

- A. All the lists are the same.
- B. Only List B is the same as List A.
- C. Only List C is the same as List A.
- D. Neither List B nor List C is the same as List A.

SOLUTION: Comparing **List B** to **List A**, we find that the zip code in **List B** does not match the zip code in **List A**. Therefore, List B is a not correct copy of List A. Now go on to List C.

Comparing **List C** to **List A**, we find that everything in **List C** matches **List A**.

Since only List C is the same as List A, the correct answer to this sample question is Choice **C**.

SAMPLE QUESTION 2 is on the following page.

SUBJECT AREA 1 (Continued)

NAME AND NUMBER CHECKING: (Continued)

SAMPLE QUESTION 2:

List A

Gonzalez, Sharon
54 Laird Drive
Hartford, NY 13413
160-40-6973
4' 11" 110 lbs. BR

List B

Gonzalez, Sharon
54 Laird Road
Hartford, NY 13413
160-40-6973
4' 11" 110 lbs. BR

List C

Gonzales, Sharon
54 Laird Drive
Hartford, NY 13413
160-40-6973
4' 11" 110 lbs. BR

- A. All the lists are the same.
- B. Only List B is the same as List A.
- C. Only List C is the same as List A.
- D. Neither List B nor List C is the same as List A.

SOLUTION: In **List B** the address is 54 Laird **Road**. That does not match the address in **List A**, so List B is not the same as List A. Now go on to List C.

In **List C** the last name is spelled **Gonzales**. That does not match the spelling of the last name in **List A**, so List C is not the same as List A.

Since neither List B (Road) nor List C (Gonzales) is the same as List A, the correct answer to this sample question is Choice **D**.

SUBJECT AREA 2

READING FOR INFORMATION: These questions test for the ability to locate information in source material such as directories, summaries, listings, timetables, narrative explanations, and instructions.

TEST TASK: You will be presented with information in various formats—directories, timetables, instructions, etc. For each question, you must first find the part or parts of the material that cover that question and then read carefully to answer the question.

How to approach the test task: In this part of the test, your purpose for reading is to find the answer to a specific question in the source material provided. You can efficiently gather the information you need to answer the questions if you familiarize yourself with the *structure* and *content* of the material. The suggestions below can help.

Look at the Overall Structure

- Note the overall presentation (paragraphs, lists, graphs, tables, numbered sections, etc.).
- Note the way the material is organized (chronologically [time order], alphabetically, numerically [number order], geographically, categorically, etc.).

Note the General Content (topics covered)

- Read any introductory material and headings.
- Read the first sentence of each paragraph or look over lists quickly to see the range of coverage.
- Look for topic words (“training,” “deadlines,” “safety,” “income,” “regulations,” “eligibility,” “emergencies,” “guidelines,” “penalties”).
- Look for organization words (“first rule,” “second section,” “another viewpoint,” “more, less, most important,” “in addition,” “final consideration”).

Using this suggested approach, you can determine which part(s) of the material would most likely contain your answer. Once you have located the part containing the topic you are seeking, read the question again carefully for words that can focus your search for the answer (“not,” “never,” “always,” “sometimes,” “compared to,” “since 2009,” “in the first month,” and so forth). Finally, read that section and answer the question.

See the Sample Questions and Solutions on the following pages.

SUBJECT AREA 2 (Continued)

READING FOR INFORMATION: (Continued)

SAMPLE QUESTIONS:

Legal Sanctions Imposed for Illicit Drug and Alcohol Abuse

Considerations regarding a few of the state's legal sanctions follow:

Articles 220 and 221 of the Penal Law are directly aimed at unlawful traffic in mind-affecting drugs and set criminal penalties for possession or sale of drugs considered harmful or subject to abuse. The seriousness of the offense and penalty imposed upon conviction depend upon the individual drug and amount held or sold. Marijuana has been placed in Article 221 as a result of the Marijuana Reform Act of 1977. That statute made the penalties upon conviction for use of small amounts of marijuana less severe than formerly.

Specific sections of interest in Article 220 follow:

Section 220.44 makes a sale of drugs in or near school grounds, to a person less than 19 years of age, a Class B felony. A gift of drugs (including marijuana) is treated as a sale.

Section 220.45 makes criminal possession of a hypodermic needle a Class A misdemeanor.

Section 220.46 makes criminal injection of another person with a narcotic drug, with consent of that person, a Class E felony.

Section 220.50 makes the sale of drug paraphernalia such as gelatin capsules, plastic envelopes, etc., which are considered commercial preparation materials, a Class E felony.

New York State Penal Law defines a *misdemeanor* (Class B, Class A) as a crime punishable by *imprisonment for more than 15 days but not more than one year*. A *felony* (Class E, D, C, B, A-II, and A-I) is a crime punishable by *imprisonment for more than one year*.

SAMPLE QUESTION 1:

After 1977, the penalties upon conviction for use of small amounts of marijuana became

- A. more severe than formerly
- B. less severe than formerly

Solution: *The first paragraph, last sentence, discusses “marijuana” and “penalties” and states that the 1977 statute “made the penalties upon conviction for use of small amounts of marijuana less severe than formerly.” The correct answer to this question, therefore, is Choice B.*

SAMPLE QUESTIONS 2 and 3 are on the following page.

SUBJECT AREA 2 (Continued)

READING FOR INFORMATION: (Continued)

SAMPLE QUESTION 2:

Criminal possession of a hypodermic needle is a

- A. Class A misdemeanor
- B. Class A felony

Solution: Section 220.45 discusses “criminal possession of a hypodermic needle,” and classifies it as a “Class A misdemeanor.” The correct answer to this question, therefore, is Choice **A**.

SAMPLE QUESTION 3:

The penalty for the sale of drug paraphernalia would include imprisonment for

- A. more than one year
- B. less than one year

Solution: Section 220.50 discusses “sale of drug paraphernalia” and classifies it as a “Class E felony.” The length of imprisonment for felonies is detailed in the last paragraph. “A felony (Class E...) is a crime punishable by imprisonment for more than one year.” The correct answer to this question, therefore, is Choice **A**.

SUBJECT AREA 3

SUPERVISION: These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of supervision in order to answer the questions correctly.

SAMPLE QUESTION:

Assume that the unit you supervise is given a new work assignment and that you are unsure about the proper procedure to use in performing this assignment. Which one of the following actions should you take **FIRST** in this situation?

- A. Obtain input from your staff.
- B. Consult other unit supervisors who have had similar assignments.
- C. Use an appropriate procedure from a similar assignment that you are familiar with.
- D. Discuss the matter with your supervisor.

SOLUTION: *This question asks for the action that you should take FIRST in this situation.*

Choice A is not correct. *Since this assignment is new for your unit, your staff would not be expected to be more knowledgeable than you about the proper procedure.*

Choice B is not correct. *Although discussing this matter with other supervisors may increase your knowledge of the new assignment, similar assignments performed in other units may differ in some important way from your new assignment. Other units may also function differently from your unit, so the procedures used to perform similar assignments may differ accordingly.*

Choice C is not correct. *Since this assignment is new for your unit, you would have no way of knowing whether the procedure from a similar assignment is appropriate to use. You would need someone with the appropriate knowledge, usually your supervisor, to determine if the procedure from a similar assignment could be used before you actually employed this procedure in the performance of your new assignment.*

The correct answer to this sample question, therefore, is Choice D. Your supervisor is more likely to be informed about what procedure may be appropriate for work that he or she assigns to you than would other unit supervisors or your staff. Even if your supervisor does not know what procedure is appropriate, a decision regarding which procedure to use should be made with his or her participation, since he or she has the ultimate responsibility for your unit's work.

SUBJECT AREA 4

OFFICE RECORD KEEPING: These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

TEST TASKS:

The test consists of two or more "sets" of questions. Each set involves a different type of problem. Some examples of typical record keeping problems are:

- the organization or collation of data from several sources
- scheduling
- maintaining a record system using running balances
- completion of a table summarizing data using totals, subtotals, averages and percents.

NOTE: Only one type of problem set is presented in this Test Guide for this subject area. The actual test may or may not have a set of this type. It will certainly have at least one set involving a different type of problem.

On the following pages are two tables, three sample questions based on the tables, and the solutions to the questions. Please look at the tables, and read both the questions and the solutions carefully.

- After each of the sample questions are four choices: for most questions, three choices are numbers and one choice is the statement, "none of the above." For these questions, once you have completed your computations, select either the choice which is the same as your answer, or, if no choice matches your answer, select "none of the above."
- Some questions have numbers for all four choices. If none of the choices matches your calculation, you have made an error, and you should recheck your work.

There will be a total of 15 questions in this subject area on the test.

DIRECTIONS FOR SAMPLE QUESTIONS: Base your answers to the next three sample questions on the table, "Summary Report of Business Expenses for 2009." Complete as much of the report as you need to answer the sample questions. Use the information given in the summary report itself and in the table, "Report of Business Expenses, 3rd and 4th Quarters." Both tables are shown on the following page.

See the Sample Questions and Solutions on the following pages.

SUBJECT AREA 4 (Continued)

OFFICE RECORD KEEPING: (Continued)

REPORT OF BUSINESS EXPENSES 3rd AND 4th QUARTERS (26 weeks)				
	3rd Quarter		4th Quarter	
	2009	2008	2009	2008
Payroll Expenses	\$55,900	\$47,800	\$72,700	\$65,100
Rental Expenses	22,500	18,900	22,500	18,900
Equipment Expenses				
New Equipment	705	375	5,575	675
Maintenance/Repair	2,860	3,000	3,140	3,400
Utility Expenses				
Electricity	4,850	4,630	4,590	4,450
Heat	130	270	440	410
Employee Benefit Expenses	18,450	15,850	24,100	21,550
Employee contributions*	*2,500	*2,200	*3,350	*3,040
Total Net Business Expenses*		\$88,625		\$111,445
*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses				

SUMMARY REPORT OF BUSINESS EXPENSES FOR 2009							
	1st Quarter	2nd Quarter	1st Half	3rd Quarter	4th Quarter	2nd Half	Total for Year
Payroll Expenses	\$81,800	\$69,300	\$151,100			R	
Rental Expenses	22,500	22,500	45,000				
Equipment Expenses	5,235	3,545	8,780				S
Utility Expenses	6,675	5,125	11,800				
Employee Benefit Expenses	26,900	22,900	49,800				
Employee contributions*	*3,750	*3,200	*6,950				
Total Net Business Expenses* for 2009	139,360	120,170	259,530				
Total Net Business Expenses* for 2008			\$231,780			\$200,070	
% Change **			V				
*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses							
**NOTE: % Change is the % of increase in Total Net Business Expenses from 2008 to 2009.							

SUBJECT AREA 4 (Continued)

OFFICE RECORD KEEPING: (Continued)

SAMPLE QUESTION 1:

What is the value of R?

- A. \$112,900
- B. \$128,600
- C. \$137,800
- D. none of the above

SOLUTION: *To answer this question correctly you must calculate the value of R (the Payroll Expenses for the 2nd half of 2009).*

- *The Payroll Expenses for the 3rd and 4th Quarters are shown in the table, “Report of Business Expenses 3rd and 4th Quarters.” (Be careful to use the amounts for 2009, and not the amounts for 2008).*
- *You must add the Payroll Expenses for the 3rd Quarter of 2009 (\$55,900) to the Payroll Expenses for the 4th Quarter of 2009 (\$72,700).*
- *The result is \$128,600.*

The correct answer to this sample question is Choice B, which is \$128,600.

SAMPLE QUESTION 2 is on the following page.

SUBJECT AREA 4 (Continued)

OFFICE RECORD KEEPING: (Continued)

SAMPLE QUESTION 2:

What is the value of **S**?

- A. \$ 8,780
- B. \$15,060
- C. \$16,230
- D. none of the above

SOLUTION: *To answer this question correctly you must calculate the value of **S** (the total Equipment Expenses for the year 2009).*

- *You need to understand that Equipment Expenses are expenses for both New Equipment and for Maintenance/Repair.*
- *The Equipment Expenses for the 3rd and 4th Quarters are shown in the table, "Report of Business Expenses 3rd and 4th Quarters." (Again, be careful to use the amounts for 2009, and not the amounts for 2008.)*
- *You must add Equipment Expenses for the 3rd Quarter of 2009 (\$705 + \$2,860) to Equipment Expenses for the 4th Quarter of 2009 (\$5,575 + \$3,140) in order to calculate Equipment Expenses for the 2nd half of 2009.*
- *$\$705 + \$2,860 + \$5,575 + \$3,140 = \$12,280$.*
- *You must then add Equipment Expenses for the 2nd half of 2009 to Equipment Expenses for the 1st half of 2009, in order to calculate Equipment Expenses for the whole year.*
- *Equipment Expenses for the 1st half of 2009 are shown in the table, "Summary Report of Business Expenses for 2009."*
- *$\$12,280 + 8,780 = \$21,060$. This is the value of **S**, the total Equipment Expenses for the year 2009.*

*Since none of the A, B, or C choices is \$21,060, the correct answer to this sample question is Choice **D**, "none of the above."*

SAMPLE QUESTION 3 is on the following page.

SUBJECT AREA 4 (Continued)

OFFICE RECORD KEEPING: (Continued)

SAMPLE QUESTION 3:

Which one of the following is closest to the value of **V**?

- A. 10%
- B. 11%
- C. 12%
- D. 28%

SOLUTION: To answer this question correctly you must calculate the value of **V** (the percent change in Total Net Business Expenses from the 1st half of 2008 to the 1st half of 2009).

- You must first calculate the amount of change in Total Net Business Expenses from the 1st half of 2008 to the 1st half of 2009.
- Subtract the Total Net Business Expenses for the 1st half of 2008 (\$231,780) from the Total Net Business Expenses for the 1st half of 2009 (\$259,530).
- The result is \$27,750.
- You must then calculate the percent change from the 1st half of 2008 to the 1st half of 2009. Since the percent change is from the 1st half of 2008, the basis of the comparison is the Total Net Business Expenses for the 1st half of 2008.
- Divide the amount of the change by the Total Net Business Expenses for the 1st half of 2008.
- $\$27,750$ divided by $\$231,780 = .119726$, or 11.9726%
- This is closest to 12%.

The correct answer to this sample question is Choice **C**, which is 12%.

SUBJECT AREA 5

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 may also be asked to calculate averages, use percents, and to round an answer to the nearest whole number.

YOU SHOULD BRING WITH YOU A HAND-HELD BATTERY- OR SOLAR-POWERED CALCULATOR FOR USE ON THIS TEST.

TEST TASKS: Each question has three separate computational problems. You must solve each problem and then add the three answers together (this is the SUM).

- For some questions you will need to **round** the SUM to the nearest whole number. (See SAMPLE QUESTION 1 on the next page.)
- For other questions you will need to find the AVERAGE of the three answers, by dividing the SUM by three. Then you will need to **round** the AVERAGE to the nearest whole number. (See SAMPLE QUESTION 2.)
- For some other questions, you will need to find a PERCENT of the SUM. Then you will need to **round** the PERCENT of the SUM to the nearest whole number. (See SAMPLE QUESTION 3.)

After each question are four choices: three choices are whole numbers and one choice is the statement, “none of the above.”

Once you have completed your computations, select either the choice which is the same as your answer, or, if no choice matches your answer, select “none of the above”.

On the following pages are three sample questions and the solutions to the questions. Please read both the questions and the solutions carefully.

There will be five questions of each type on the written test; a total of 15 questions in this subject area.

Note: 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 next higher whole number. (NOTE: a whole number has no decimals or fractions.)

See the Sample Questions and Solutions on the following pages.

SUBJECT AREA 5 (Continued)

ARITHMETIC COMPUTATION WITH CALCULATOR: (Continued)

DIRECTIONS FOR SAMPLE QUESTION 1: The next question lists three separate computational problems. Solve each problem, then add the three answers together (this is the SUM). ROUND the SUM to the nearest whole number.

Note: A calculator would be helpful when performing the computations.

SAMPLE QUESTION 1:

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, first you must 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.

Note: 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 next higher 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 to 46,282.32 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.

NOTE: If the ROUNDED SUM is not one of the **A**, **B** or **C** choices listed, the answer would be choice **D**, "none of the above."

SAMPLE QUESTION 2 is on the following page.

SUBJECT AREA 5 (Continued)

ARITHMETIC COMPUTATION WITH CALCULATOR: (Continued)

DIRECTIONS FOR SAMPLE QUESTION 2: The next question lists three separate computational problems. **Solve** each problem, **add** the three answers together (this is the SUM), and then **divide** the SUM by 3 to find the AVERAGE of the three answers. ROUND the AVERAGE to the nearest whole number.

Note: A calculator would be helpful when performing 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 2:

Divide:

$$149 \overline{)8746.3}$$

Subtract:

$$\begin{array}{r} 12,572.5 \\ - 896.94 \\ \hline \end{array}$$

Add:

$$98,017 \text{ plus } 7,542.3 \text{ plus } 79,188.63$$

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

- A. 65,474
- B. 65,494
- C. 196,482
- D. none of the above

SOLUTION: To answer this question correctly, you must solve each problem in order. Add the three answers together (this is the SUM). Then divide the SUM by 3 to get the AVERAGE of the three answers. Finally, you must round the AVERAGE to the nearest whole number.

- **Divide** 8,746.3 by 149; **the result is 58.7**
- **Subtract** 896.94 from 12,572.5; **the result is 11,675.56**
- **Add** 98,017 + 7,542.3 + 79,188.63; **the result is 184,747.93**
- Add the three answers together: 58.7+11,675.56+184,747.93; the result is 196,482.19
- **Divide** 196,482.19 by 3 to get the AVERAGE; **the result is 65,494.063**
- **Round** 65,494.063 the nearest whole number; **the result is 65,494** (Look at the digit after the decimal point; the digit is 0. Since 0 is less than 5, round down — drop the digits after the decimal point. The nearest whole number to 65,494.063 is **65,494**.)

The correct answer to to this sample question is Choice **B**, which is 65,494.

NOTE: If the ROUNDED AVERAGE is not one of the **A**, **B** or **C** choices listed, the answer would be choice **D**, "none of the above."

SAMPLE QUESTION 3 is on the following page.

SUBJECT AREA 5 (Continued)

ARITHMETIC COMPUTATION WITH CALCULATOR: (Continued)

DIRECTIONS FOR SAMPLE QUESTION 3: The next question lists three separate computational problems. Solve each problem, add the three answers together (this is the SUM), and then find the indicated PERCENT (%) of the SUM of the three answers. ROUND the PERCENT of the SUM of the three answers to the nearest whole number.

Note: A calculator would be helpful when performing the computations.

SAMPLE QUESTION 3:

Multiply: one-fourth \times 6,241.7

Add: 1,873.5
 + 31,409.04

Divide: 73,091.72 by 238.55

Twenty eight percent (28%) of the SUM of the answers to the three problems above, ROUNDED to the nearest whole number is

- A. 9,822
- B. 16,396
- C. 98,418
- D. none of the above

SOLUTION: To answer this question correctly, you must solve each problem in order. Add the three answers together (this is the SUM). Then multiply the SUM by twenty eight percent (28%, or .28). Finally, you must round 28% of the SUM to the nearest whole number.

- **Multiply** one-fourth (one divided by four, or .25) by 6,241.7; **the result is 1,560.425**
- **Add** 1,873.5 + 31,409.04; **the result is 33,282.54**
- **Divide** 73,091.72 by 238.55; **the result is 306.4**
- **Add the three answers together:** 1,560.425 + 33,282.54 + 306.4; **The result is 35,149.365**
- **Multiply** 35,149.365 by 28% (.28); **the result is 9,841.822**
- **Round** 9,841.822 to the nearest whole number; **the result is 9,842** (Look at the digit after the decimal point; the digit is 8. Since 8 is greater than 5, round up — go to the next highest whole number. The nearest whole number to 9,841.822 is **9,842**.)

Since none of the A, B, or C choices is 9,842, the correct answer to this sample question is Choice **D**, "none of the above."

SUBJECT AREA 6

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 (number of units) and cost or price per unit. Knowledge of specific record keeping systems and techniques will not be needed.

TEST TASKS:

- For some questions, you will be given written instructions on how to fill in the inventory records associated with the materials being used. You will have to use information from partially completed records, and then follow written instructions in order to fill in the remainder of the records. You will then have to answer questions about the completed records. (See SAMPLE QUESTION 1)
- 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. (See SAMPLE QUESTION 2)
- There will be a total of 15 questions in this subject area on the test.

DIRECTIONS FOR SAMPLE QUESTION 1: Use the information provided below (Instructions, numbered 1- 4; the information about the re-order level, re-order amount, and amount on hand; and the partly filled-in inventory record) to fill in the missing information in the inventory record. Then answer the question that follows the record.

Instructions:

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, you need to order more of the item; 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, you do not need to order more of the item; enter 0 in the ORDERED column and copy the balance into the NEW TOTAL column.
4. The NEW TOTAL at the end of the week 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

SAMPLE QUESTION 1: 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 6 (Continued)

KEEPING SIMPLE INVENTORY RECORDS: (Continued)

SOLUTION: 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 (4+12), 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. Enter 12 in the Ordered column. The New Total is now 20 (8+12).

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. Enter 0 in the Ordered column. 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. Enter 12 in the Ordered column. The New Total is now 18 (6+12), which is the value of T. Therefore, the correct answer to this sample question, 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 is on the following page.

SUBJECT AREA 6 (Continued)

KEEPING SIMPLE INVENTORY RECORDS: (Continued)

DIRECTIONS FOR SAMPLE QUESTION 2: 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

SAMPLE QUESTION 2:

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.*

NOTE: *If your calculation does not match one of the A, B or C choices listed, the answer would be choice D, "none of the above."*

SUBJECT AREA 7

INTERVIEWING: These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of interviewing in order to answer the questions correctly.

SAMPLE QUESTION:

An interview has just been completed at a government agency. Which one of the following interview outcomes best demonstrates that the interview was successful?

- A. The person being interviewed stated at the finish that she had learned a great deal about the agency.
- B. The person being interviewed praised the interviewer's approach to asking questions.
- C. The person being interviewed provided meaningful responses to the interviewer's questions.
- D. The person being interviewed kept all answers very brief.

SOLUTION:

Choice A is not correct. How much a person learns about the agency during an interview is of fairly low importance. The near opposite of this – how much the agency has learned from the person being interviewed – is most important.

Choice B is not correct. The person's opinion of how the interviewer asked questions does not relate to the main purpose of an interview, gathering accurate, pertinent information from the person.

Choice C is the correct answer to this question. When the person being interviewed provides meaningful information to the interviewer, the purpose of the interview has been met, and the interview is successful.

Choice D is not correct. When the person being interviewed gives very brief answers to all questions, it is likely that the information received is not full and complete. During a typical interview, some questions may require only brief answers, but some other questions require a longer response for the interviewer to obtain clear, complete information.

The correct answer to this sample question is Choice **C**.

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PRACTICE TEST

On the following pages are additional examples of the types of questions that will be in the Second-Level Clerical test. The answers are given on page **39**. Good luck!

NAME AND NUMBER CHECKING

Mark **A**—if **all the lists are the same**.

Mark **B**—if **only List B is the same as List A**.

Mark **C**—if **only List C is the same as List A**.

Mark **D**—if **neither List B nor List C is the same as List A**.

1.

List A

Stern, Joseph P.
29 Maple Terrace
Davenport, NY 13750
803-21-7305
5' 7" 190 lbs. BL

List B

Stern, Joseph K.
29 Maple Terrace
Davenport, NY 13750
803-21-7305
5' 7" 190 lbs. BL

List C

Stern, Joseph P.
29 Maple Terrace
Davenport, NY 13750
803-21-7305
5' 7" 190 lbs. BL

- A. All the lists are the same.
- B. Only List B is the same as List A.
- C. Only List C is the same as List A.
- D. Neither List B nor List C is the same as List A.

2.

List A

Hammer, Lisa
603 West Main Street
Malone, NY 12953
131-06-7718
5' 4" 115 lbs. BN

List B

Hammer, Lisa
603 West Main Street
Malone, NY 12953
131-06-7718
5' 4" 116 lbs. BN

List C

Hammer, Lisa
603 West Main Street
Malone, NY 12953
131-06-7718
5' 4" 115 lbs. BN

- A. All the lists are the same.
- B. Only List B is the same as List A.
- C. Only List C is the same as List A.
- D. Neither List B nor List C is the same as List A.

READING FOR INFORMATION

Fire Safety Tips for Personal Computer Users

The Division of the Fire Marshal offers these personal computer fire safety tips that can help prevent the loss of life and property in the workplace and at home.

- *Make sure that a multipurpose fire extinguisher* (e.g., one rated for ordinary combustibles and electrical fires) is located within a reasonable distance from your personal computer.
- *Turn off the monitor during your absence.* Monitors generate high voltage internally, with the potential to start an electrical fire or even trigger an explosion if the computer is located in a flammable atmosphere (such as from a gas leak or chemical spill). The switch for the monitor is typically found at the bottom of the screen. Turning the monitor off while leaving the computer on will NOT disrupt the computer's operation or compromise data integrity. When you return, simply turn the monitor on and wait a few seconds.
- *Never leave protective dust covers in place* when a computer, monitor, or printer is "on." Doing so may cause excessive heat build-up, which can cause hardware failure and potentially result in electrical fires.

3. Turning off a monitor while leaving a computer on

- A. will compromise data integrity
- B. will not compromise data integrity

4. Monitors generate

- A. high voltage internally
- B. low voltage internally

5. Protective computer dust covers should be used

- A. whether the equipment is on or off
- B. only when the equipment is off

SUPERVISION

6. A certain supervisor has a suspicion that some of his employees are not working to the best of their abilities. Which one of the following actions should the supervisor take FIRST in this situation?

- A. Arrange for these employees to take a course in organizing priorities.
- B. Determine which employee is the worst offender.
- C. Assess the assignments and work methods of these employees.
- D. Set up a meeting with these employees to learn about any work problems they are having.

OFFICE RECORD KEEPING

REPORT OF BUSINESS EXPENSES 3rd AND 4th QUARTERS (26 weeks)				
	3rd Quarter		4th Quarter	
	2009	2008	2009	2008
Payroll Expenses	\$55,900	\$47,800	\$72,700	\$65,100
Rental Expenses	22,500	18,900	22,500	18,900
Equipment Expenses				
New Equipment	705	375	5,575	675
Maintenance/Repair	2,860	3,000	3,140	3,400
Utility Expenses				
Electricity	4,850	4,630	4,590	4,450
Heat	130	270	440	410
Employee Benefit Expenses	18,450	15,850	24,100	21,550
Employee contributions*	*2,500	*2,200	*3,350	*3,040
Total Net Business Expenses*		\$88,625		\$111,445
*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses				

SUMMARY REPORT OF BUSINESS EXPENSES FOR 2009							
	1st Quarter	2nd Quarter	1st Half	3rd Quarter	4th Quarter	2nd Half	Total for Year
Payroll Expenses	\$81,800	\$69,300	\$151,100				
Rental Expenses	22,500	22,500	45,000				
Equipment Expenses	5,235	3,545	8,780				
Utility Expenses	6,675	5,125	11,800				U
Employee Benefit Expenses	26,900	22,900	49,800			T	
Employee contributions*	*3,750	*3,200	*6,950				
Total Net Business Expenses* for 2009	139,360	120,170	259,530				
Total Net Business Expenses* for 2008			\$231,780			\$200,070	
% Change **							W
*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses							
**NOTE: % Change is the % of increase in Total Net Business Expenses from 2008 to 2009.							

OFFICE RECORD KEEPING (CONTINUED)

DIRECTIONS: Base your answers to the next three practice questions on the table, "Summary Report of Business Expenses for 2009." Complete as much of the report as you need to answer the sample questions. Use the information given in the summary report itself and in the table, "Report of Business Expenses, 3rd and 4th Quarters." Both tables are shown on the previous page.

7. What is the value of **T**?

- A. \$37,400
- B. \$42,550
- C. \$49,800
- D. none of the above

8. What is the value of **U**?

- A. \$10,010
- B. \$21,560
- C. \$21,810
- D. none of the above

9. Which one of the following is closest to the value of **W**?

- A. 12%
- B. 14%
- C. 16%
- D. 18%

ARITHMETIC COMPUTATION WITH CALCULATOR

DIRECTIONS: Each of the next 2 questions lists three separate computational problems. Solve each problem, then add the three answers together (this is the SUM). ROUND the SUM to the nearest whole number.

10.

Multiply:

$$\begin{array}{r} 42 \\ \times 39.48 \\ \hline \end{array}$$

Divide:

$$12 \overline{) 1,982.46}$$

Add:

$$\begin{array}{r} 3,653 \\ + 469 \\ + \underline{988.2} \\ \hline \end{array}$$

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

11.

Add: 2,647 plus 750.6 plus 1,398.93 =

Divide: 1,435.2 by 52 =

Multiply: one-third by 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

ARITHMETIC COMPUTATION WITH CALCULATOR (CONTINUED)

DIRECTIONS: Each of the next 2 questions lists three separate computational problems. Solve each problem, add the three answers together (this is the SUM), and then divide the SUM by 3 to find the AVERAGE of the three answers. ROUND the AVERAGE to the nearest whole number.

12.

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

- A. 3,431
- B. 3,969
- C. 3,988
- D. none of the above

13.

Add: $59,834.6 + 16,542.79 + 37,007$

Subtract: $19,517.61 - 13,860.4$

Multiply 538.27×720

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

- A. 168,865
- B. 178,106
- C. 506,596
- D. none of the above

ARITHMETIC COMPUTATION WITH CALCULATOR (CONTINUED)

DIRECTIONS: Each of the next 2 questions lists three separate computational problems. Solve each problem, add the three answers together (this is the SUM), and then find the indicated PERCENT (%) of the SUM of the three answers. ROUND the PERCENT of the SUM of the three answers to the nearest whole number.

14.

Multiply: 12,607.35 by 4.2

Multiply: 84.6 x 7.15

Divide 19.3 $\overline{)785.51}$

Seventy three percent (73%) of the SUM of the three answers, ROUNDED to the nearest whole number, is

- A. 33,766
- B. 42,125
- C. 43,100
- D. none of the above

15.

Add:

Subtract:

Divide:

397.62 + 8,558.58

1,216.3 minus 649.762

7,429.29 by 14.1

Forty five percent (45%) of the SUM of the three answers, ROUNDED to the nearest whole number, is

- A. 452
- B. 4,522
- C. 51,424
- 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 2 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

16. 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

17. 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 2 questions:

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, you need to order more of the item; 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, you do not need to order more of the item; enter 0 in the ORDERED column and copy the balance into the NEW TOTAL column.
4. The NEW TOTAL at the end of the week 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 **as many of the weeks of 7/14, 7/21 and 7/28 as necessary to answer the questions.**

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
7/7	8		
7/14	6		
7/21	7		
7/28	4		S

18. What is the value of **S**?
- A. 6
 - B. 9
 - C. 15
 - D. none of the above

ITEMS: Nails (boxes)
 RE-ORDER LEVEL: 10
 RE-ORDER AMOUNT: 20
 AMOUNT ON HAND AS OF 7/07: 15

WEEK OF	USED	ORDERED	NEW TOTAL
7/7	11		
7/14	7		M
7/21	14		
7/28	19		

19. What is the value of **M**?
- A. 17
 - B. 23
 - C. 24
 - D. none of the above

INTERVIEWING

20. A person you are set to interview arrives at your office and appears somewhat tense. Which one of the following is the best way to help this person feel more relaxed?
- A. Inform the person of the approximate amount of time that the interview will take.
 - B. Assure the person that any nervousness at the start of an interview usually disappears quickly.
 - C. Explain the most likely outcomes of the interview to the person.
 - D. Make informal comments that express a genuine interest in the person.

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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.
- Do **NOT** bring this test guide to the test site.
- Calculators **MAY** be used for the entire test. Quiet, hand-held, solar- or battery-powered calculators are permitted. Devices with typewriter keyboards such as spellcheckers, personal assistant, address books, and language translators are not permitted.

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

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Department of Civil Service web site
www.cs.ny.gov



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