

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Toll Collector Series

Opportunities at **work.**



Andrew M. Cuomo
Governor

Table of Contents

A.	Introduction.....	3
B.	Sample Questions	4-18
	1. Vehicle Identification	4-7
	2. Making Change.....	8-10
	3. Totaling Receipts	11-13
	4. Adding and Multiplying Currency.....	14-16
	5. Providing Good Customer Service.....	17-18
C.	Practice Test	19
D.	Test Security	28
E.	Practice Test Key.....	29

INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for Toll Collector. This test guide provides a general description of the subject areas to be tested and an explanation of the different types of questions that will be presented.

The test will measure your ability to do the kinds of tasks that Toll Collectors do on the job. Toll Collector work must be done **quickly** and **accurately**. To do well on the test, you must work quickly and accurately. That means that you must work at a steady pace to finish in time.

You will have up to **2 hours** to finish the **75 questions** in the written test, which covers five different subject areas. The subject areas are:

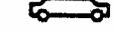
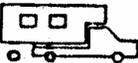
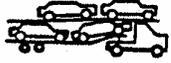
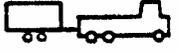
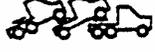
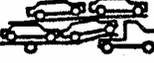
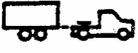
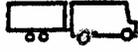
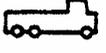
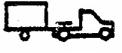
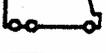
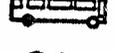
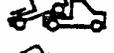
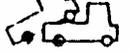
1. **VEHICLE IDENTIFICATION** – These questions test for the ability to identify types of vehicles. You will be given a chart that describes several groups of vehicles and includes representative drawings of the types of vehicles in each group. Each question presents a drawing of a vehicle. Your task is to match the vehicle with the group on the chart.
2. **MAKING CHANGE** – These questions test for the ability to read a toll card, to recognize the amount of money pictured, and to determine the correct amount of change.
3. **TOTALING RECEIPTS** – These questions test for the ability to complete simple deposit slips. You will be given a list of the various denominations of bills and coins which are in a cash drawer at the end of a shift. You will transfer that information onto deposit slips and you will then answer questions about the totals and/or subtotals of the money collected.
4. **ADDING AND MULTIPLYING CURRENCY** – These questions test for the ability to add and multiply various amounts of U.S. currency, both bills and coins.
5. **PROVIDING GOOD CUSTOMER SERVICE** – These questions test for the ability to provide effective customer service. Questions will cover such topics as understanding and responding to customers with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the customer and reflects well on your agency.

The remainder of this test guide explains how you will be tested in each of the subject areas listed above. 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 two **SAMPLE QUESTIONS** 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 Toll Collector Test. Answers are provided in the **Practice Test Key** so that you can see how well you have done.

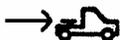
SUBJECT AREA 1

VEHICLE IDENTIFICATION: These questions test for the ability to identify types of vehicles. You will be given a chart that describes several groups of vehicles and includes representative drawings of the types of vehicles in each group. Each question presents a drawing of a vehicle. Your task is to match the vehicle with the group on the chart.

Vehicle Classification Chart	
<p>Group F</p> <p> Passenger car, taxi, suburban, ambulance, motorcycle, hearse</p> <p> Light truck, 2-axle</p> <p> Tractor, 2-axle</p> <p> Motor home or truck, 2-axle</p>	<p>Group I</p> <p> Limousine</p> <p> Car with 2-axle trailer</p>
<p>Group G</p> <p> Car or truck with 1-axle trailer</p> <p> Tractor, 3-axle</p> <p> Car or light truck with mounted 1-axle camper</p>	<p>Group J</p> <p> Tractor-trailer, 4 or more axles</p> <p> Auto transporter, 4 or more axles</p> <p> Tractor-mobile home comb. with 5 or more axles</p> <p> Truck, 3-axle with 1-or-more-axle trailer</p> <p> Bus or truck with 4 or more axles</p> <p> Tractor, 3-axle with double saddlemount</p> <p> Truck, 3-axle with single saddlemount</p> <p> Truck, 3-axle with double saddlemount</p>
<p>Group H</p> <p> Tractor-trailer, 3-axle</p> <p> Auto transporter, 3-axle</p> <p> Car or truck with 3-axle trailer</p> <p> Tractor-mobile home comb. with 4 axles</p> <p> Truck, 2-axle, with 2-axle trailer</p> <p> Bus with 3 axles</p> <p> Tractor, 2-axle, with double saddlemount</p> <p> Tractor, 3-axle, with single saddlemount</p> <p> Truck, 2-axle, with double saddlemount</p>	<p>Group K</p> <p> Truck, 3-axle</p> <p> Tractor, 2-axle, with 1-axle mobile home</p> <p> Motor home, 3-axle</p> <p> Bus, 2-axle</p> <p> Tractor, 2-axle with single saddlemount</p> <p> Truck, 2-axle, with single saddlemount</p>

NOTE:

TRACTORS have what is known as a "FIFTH WHEEL"

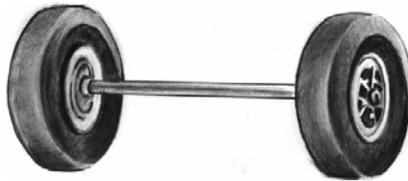


TRUCKS do not have a fifth wheel.



SUBJECT AREA 1 (Continued)

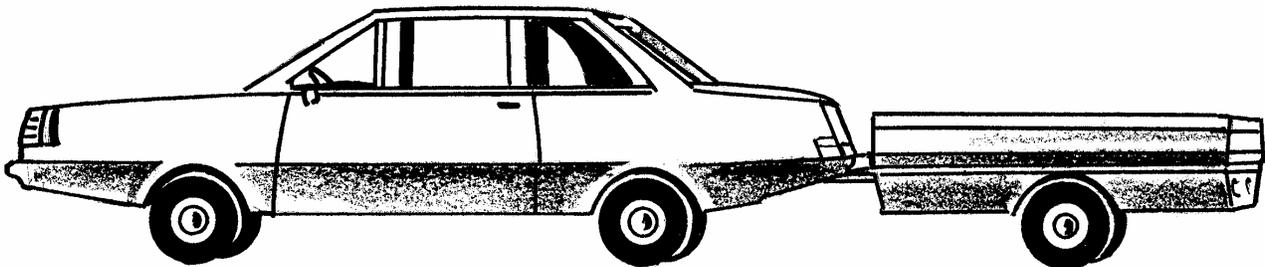
TEST TASK: Each of these questions uses a picture of a vehicle and a copy of the chart on the previous page. Vehicles are classified in groups by vehicle type and number of axles. (An axle is a shaft to which the wheels are attached, as shown below.)



Your task will be to compare the picture of the vehicle with the chart and find the group that this vehicle belongs in. Use *only* the information that is in this chart and do *not* use any information that you may happen to know from any other vehicle classification system.

VEHICLE IDENTIFICATION SAMPLE QUESTION 1:

To which group does this vehicle belong?

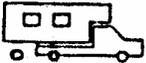
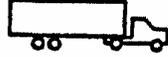
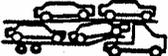
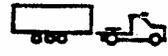
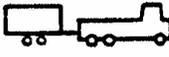
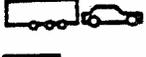
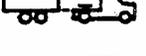
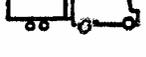
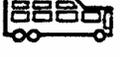
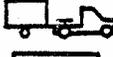
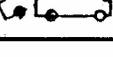


- A. Group F
- B. Group G
- C. Group I
- D. none of the above

The correct answer to this sample question is B.

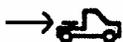
SOLUTION: This is a picture of a car towing a 1-axle trailer. The car, itself, has two axles (or two sets of wheels) and the trailer has one axle. According to the chart, this corresponds to Group G: car or truck with 1-axle trailer. Therefore, the correct answer is **Choice B: Group G**.

SUBJECT AREA 1 (Continued)

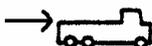
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NOTE:

TRACTORS have what is known as a "FIFTH WHEEL"



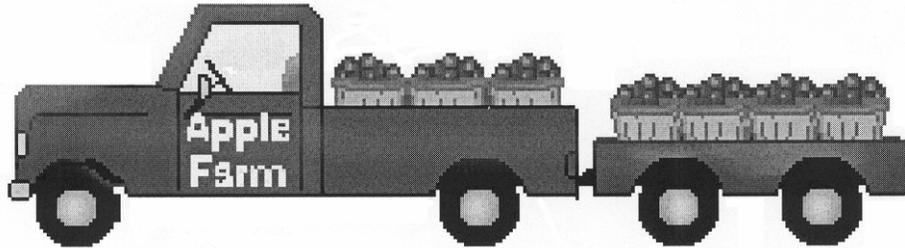
TRUCKS do not have a fifth wheel.



SUBJECT AREA 1 (Continued)

VEHICLE IDENTIFICATION SAMPLE QUESTION 2:

To which group does this vehicle belong?



- A. Group G
- B. Group H
- C. Group I
- D. none of the above

The correct answer to this sample question is B.

SOLUTION: This question shows a picture of a Light Truck with 2 axles pulling a 2-axle trailer. In the Vehicle Classification chart on the facing page, only one group, **Group H**, which is **Choice B**, includes a 2-axle truck pulling a 2-axle trailer.

For example, **Group G**, which is **Choice A**, includes a car or a truck pulling a 1-axle trailer – but not a 2-axle trailer.

Similarly, **Group I**, which is **Choice C**, includes a car – but not a truck – pulling a 2-axle trailer.

And **Choice D** cannot be correct, because a Light Truck with 2 axles pulling a 2-axle trailer is in **Group H**.

Therefore, the correct answer to this sample question is **Choice B: Group H**.

SUBJECT AREA 2

MAKING CHANGE: These questions test for the ability to read a toll card, to recognize the amount of money pictured, and to determine the correct amount of change.

TEST TASK: Each of these questions refers to a picture of a toll card and the money used by the driver to pay a toll. Each card shows where the driver entered the Thruway and the Exit Number or location – called "Station" – where the driver exited the Thruway.

You will be asked how much change should be given to the driver who **exited the Thruway at a specific Exit Number or Station**. Choose the letter that shows the correct amount of change.

NOTE: Although both the Sample Questions and the Practice Test Questions use the same toll card for "Samletown," the questions in the actual test will use a variety of toll cards with different Entry Points, different Exit Numbers, different Stations, and different Tolls.

SUBJECT AREA 2 (Continued)

MAKING CHANGE SAMPLE QUESTION 1:

At Exit 44 a driver used the money at the left of the toll card to pay the toll indicated on the card. What is the correct change?



A.



B.



C.



D. none of the above

Entry at 27A Sampletown		
Exit No.	Station	Toll
31	Utica – Rte. 8 & Rte. 12	2.05
32	Westmoreland-Rome	2.10
33	Verona-Rome – Rte. 365	2.15
34	Canastota – Rte. 13	2.20
34A	Syracuse (I-481)	2.25
35	Syracuse – Rte. 298	2.30
36	Syracuse (I-81)	2.35
37	Electronics Parkway	2.40
38	Syracuse - Liverpool – Rte. 57	2.45
39	Syracuse (I-690)	2.50
40	Weedsport – Rte. 34	2.65
41	Waterloo – Rte. 414	2.80
42	Geneva – Rte. 14	2.85
43	Manchester – Rte. 21	3.00
44	Canandaigua	3.05
45	Rochester (I-490)	3.10

The correct answer to this sample question is B.

SOLUTION: The toll at Exit 44 is \$3.05. The driver used \$5.00 to pay the toll. The change should be \$1.95 ($\$5.00 - \$3.05 = \1.95). Because Choice B is the only option that totals exactly \$1.95, the correct answer is **Choice B: \$1.95**.

SUBJECT AREA 2 (Continued)

MAKING CHANGE SAMPLE QUESTION 2:

At the Waterloo–Rte. 414 Station a driver used the money at the left of the toll card to pay the toll indicated on the card. What is the correct change?



Entry at 27A Sampletown		
Exit No.	Station	Toll
31	Utica – Rte. 8 & Rte. 12	2.05
32	Westmoreland-Rome	2.10
33	Verona-Rome – Rte. 365	2.15
34	Canastota – Rte. 13	2.20
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40	Weedsport – Rte. 34	2.65
41	Waterloo – Rte. 414	2.80
42	Geneva – Rte. 14	2.85
43	Manchester – Rte. 21	3.00
44	Canandaigua	3.05
45	Rochester (I-490)	3.10

A.



B.



C.



D. none of the above

The correct answer to this sample question is D.

SOLUTION: The toll at the Waterloo – Rte. 414 Station (which is also Exit 41) is \$2.80. The driver used \$20.00 to pay the toll. The change should be \$17.20 ($\$20.00 - \$2.80 = \17.20). Because none of the choices equals \$17.20, the correct answer is **Choice D: none of the above.**

SUBJECT AREA 3

TOTALING RECEIPTS: These questions test for the ability to complete simple deposit slips. You will be given a list of the various denominations of bills and coins which are in a cash drawer at the end of a shift. You will transfer that information onto deposit slips and you will then answer questions about the totals and/or subtotals of the money collected.

TEST TASK: These questions use simulated deposit slips such as the one below. These questions state the number of bills and coins that are in a cash drawer. You are to determine certain totals and subtotals that you would compute if you used the forms. On the test, the amounts in a deposit slip may be used for more than one question.

During the examination, you may fill in the deposit slips in the test booklet and/or you may use scratch paper to compute the amounts. However, you **must** enter your answers on the separate answer sheet in order to receive credit.

Here are two sample questions.

TOTALING RECEIPTS SAMPLE QUESTION 1:

Your cash drawer contains the following:

3	\$100 bills	1	half-dollar	1	roll of quarters (\$10 each)
8	\$ 50 bills	8	quarters		
10	\$ 20 bills	16	dimes		
36	\$ 10 bills	3	pennies		
17	\$ 5 bills				
100	\$ 1 bills				

Deposit to Credit of the New York State Thruway Authority		
CURRENCY	NUMBER	AMOUNT
BILLS 100s		
50s		
20s		
10s		
5s		
2s		
1s		
COINS Dollars		
Halves		
Quarters		
Dimes		
Nickels		
Pennies		
TOTAL DEPOSIT		

Sample Question 1 continued on next page.

SUBJECT AREA 3 (Continued)

TOTALING RECEIPTS SAMPLE QUESTION 1: (Continued)

What is the **TOTAL DEPOSIT**?

- A. \$1,458.30
- B. \$1,459.13
- C. \$1,460.10
- D. none of the above

The correct answer to this sample question is B.

SOLUTION: *The deposit slip below has been completed to show the **NUMBER** of coins and bills in this sample cash drawer, and the **AMOUNT** that each is worth. The question asks for the **TOTAL DEPOSIT**, which equals \$1,459.13. Therefore, the correct answer is **Choice B: \$1,459.13**.*

Deposit to Credit of the New York State Thruway Authority		
CURRENCY	NUMBER	AMOUNT
BILLS 100s	3	300.00
50s	8	400.00
20s	10	200.00
10s	36	360.00
5s	17	85.00
2s		
1s	100	100.00
COINS Dollars		
Halves	1	.50
Quarters	8 + 1 roll	12.00
Dimes	16	1.60
Nickels		
Pennies	3	.03
TOTAL DEPOSIT		1459.13

SUBJECT AREA 3 (Continued)

TOTALING RECEIPTS SAMPLE QUESTION 2:

Your cash drawer contains the following:

1	\$100 bills	1	half-dollar	2	rolls of dimes (\$5 each)
2	\$ 50 bills	4	quarters		
7	\$ 20 bills	3	dimes		
16	\$ 10 bills	6	nickels		
31	\$ 5 bills	3	pennies		
100	\$ 1 bills				

Deposit to Credit of the New York State Thruway Authority		
CURRENCY	NUMBER	AMOUNT
BILLS 100s		
50s		
20s		
10s		
5s		
2s		
1s		
COINS Dollars		
Halves		
Quarters		
Dimes		
Nickels		
Pennies		
TOTAL DEPOSIT		

What is the value of the \$10 bills?

- A. \$140.00
- B. \$150.00
- C. \$ 1.60
- D. none of the above

The correct answer to this sample question is D.

SOLUTION: The total amount of \$10 bills equals 16 times \$10, which is \$160.00. This amount is not listed as any of the choices. Because you must choose only the exact amount and not an amount that is "close," the correct answer is **Choice D: none of the above.**

SUBJECT AREA 4

ADDING AND MULTIPLYING CURRENCY: These questions test for the ability to add and multiply various amounts of U.S. currency, both bills and coins.

The coins and rolls of coins are pictured below. This display shows you how they will look in the test booklet and tells you how much they are worth.

	=	50 cents
	=	25 cents
	=	10 cents
	=	5 cents
	=	1 cent
	=	\$10.00
	=	\$ 5.00
	=	\$ 2.00

The sample questions in this subject area are on the next two pages.

SUBJECT AREA 4 (Continued)

TEST TASK: Each of these questions shows a picture of bills, coins, and rolls of coins. You must count the total amount of the money shown, and then choose the letter that shows the correct amount. You should choose only the exact amount, not an amount that is "close."

ADDING AND MULTIPLYING CURRENCY SAMPLE QUESTION 1:



What is the total amount of money shown?

- A. \$57.25
- B. \$63.25
- C. \$65.25
- D. none of the above

The correct answer to this sample question is C.

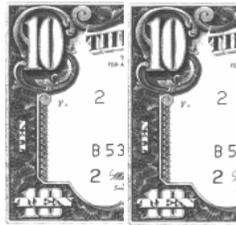
SOLUTION: In this sample there are:

two \$20 bills	=	\$40.00
one \$10 bill	=	10.00
two \$5 bills	=	10.00
three \$1 bills	=	3.00
one roll of nickels	=	2.00
one quarter	=	.25
Total	=	<u>\$65.25</u>

Therefore, the correct answer is **Choice C: \$65.25.**

SUBJECT AREA 4 (Continued)

ADDING AND MULTIPLYING CURRENCY SAMPLE QUESTION 2:



\$10 QUARTERS

\$2 NICKELS \$2

What is the total amount of money shown?

- A. \$68.30
- B. \$78.00
- C. \$93.30
- D. none of the above

The correct answer to this sample question is D.

SOLUTION: In this sample there are:

three \$5 bills	=	\$15.00
one \$20 bill	=	20.00
one \$1 bill	=	1.00
three \$10 bills	=	30.00
three dimes	=	.30
one roll of quarters	=	10.00
one roll of nickels	=	<u>2.00</u>
Total		\$78.30

The total amount, \$78.30, is not listed as any of the choices. Because you must choose only the exact amount and not an amount that is "close," the correct answer for this question is Choice D: "none of the above."

SUBJECT AREA 5

PROVIDING GOOD CUSTOMER SERVICE: These questions test for the ability to provide effective customer service. Questions will cover such topics as understanding and responding to customers with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the customer and reflects well on your agency.

TEST TASK: You will be presented with situations in which you must apply knowledge of how to best serve your agency's customers.

PROVIDING GOOD CUSTOMER SERVICE SAMPLE QUESTION 1:

A customer at your toll booth asks you a question. You are not sure if you understand what information she is asking for. Which one of the following is the **best** response?

- A. Ask her to repeat the question.
- B. Tell her you do not know the answer.
- C. Answer the question you believe she asked.
- D. Tell her what you think she said and ask if that is correct.

The correct answer to this sample question is D.

SOLUTION:

Choice A is not correct. *You heard what the customer said but you are not sure you understand her question. Asking her to repeat what you are unsure of is not likely to help.*

Choice B is not correct. *If you are not sure what she is asking, you do not know whether or not you can give her the correct answer.*

Choice C is not correct. *Since you are unsure of what she is asking, you may be giving her an incorrect answer.*

Choice D is the correct answer to this question. *You are clarifying what you believe her question is before you attempt to answer it. If your interpretation is not accurate, she can explain what she meant.*

SUBJECT AREA 5 (Continued)

PROVIDING GOOD CUSTOMER SERVICE SAMPLE QUESTION 2:

A customer approaches you expressing anger about a recent action made by your agency. Which one of the following should be your **first** response to this customer?

- A. Interrupt to say you cannot discuss the situation until he calms down.
- B. Say you are sorry that he has been negatively affected by your agency's action.
- C. Listen and express understanding that he has been upset by your agency's action.
- D. Give him an explanation of the reasons for your agency's action.

The correct answer to this sample question is C.

SOLUTION:

Choice A is not correct. *It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate him further.*

Choice B is not correct. *Apologizing for your agency's action implies that the action was improper.*

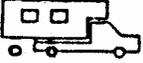
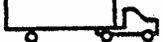
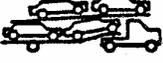
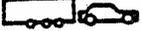
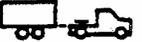
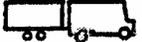
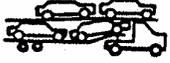
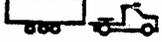
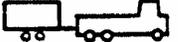
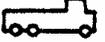
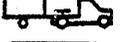
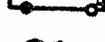
Choice C is the correct answer to this question. *By listening and expressing understanding that your agency's action has upset him, you demonstrate that you have heard and understand his feelings and point of view.*

Choice D is not correct. *While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.*

On the following pages are additional examples of the types of questions that will be on the Toll Collector Test. The answers are given on page 29. Good luck!

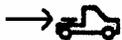
PRACTICE TEST

Vehicle Classification Chart

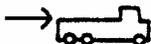
<p>Group F</p> <p> Passenger car, taxi, suburban, ambulance, motorcycle, hearse</p> <p> Light truck, 2-axle</p> <p> Tractor, 2-axle</p> <p> Motor home or truck, 2-axle</p> <hr/> <p>Group G</p> <p> Car or truck with 1-axle trailer</p> <p> Tractor, 3-axle</p> <p> Car or light truck with mounted 1-axle camper</p> <hr/> <p>Group H</p> <p> Tractor-trailer, 3-axle</p> <p> Auto transporter, 3-axle</p> <p> Car or truck with 3-axle trailer</p> <p> Tractor-mobile home comb. with 4 axles</p> <p> Truck, 2-axle, with 2-axle trailer</p> <p> Bus with 3 axles</p> <p> Tractor, 2-axle, with double saddlemount</p> <p> Tractor, 3-axle, with single saddlemount</p> <p> Truck, 2-axle, with double saddlemount</p>	<p>Group I</p> <p> Limousine</p> <p> Car with 2-axle trailer</p> <hr/> <p>Group J</p> <p> Tractor-trailer, 4 or more axles</p> <p> Auto transporter, 4 or more axles</p> <p> Tractor-mobile home comb. with 5 or more axles</p> <p> Truck, 3-axle with 1-or-more-axle trailer</p> <p> Bus or truck with 4 or more axles</p> <p> Tractor, 3-axle with double saddlemount</p> <p> Truck, 3-axle with single saddlemount</p> <p> Truck, 3-axle with double saddlemount</p> <hr/> <p>Group K</p> <p> Truck, 3-axle</p> <p> Tractor, 2-axle, with 1-axle mobile home</p> <p> Motor home, 3-axle</p> <p> Bus, 2-axle</p> <p> Tractor, 2-axle with single saddlemount</p> <p> Truck, 2-axle, with single saddlemount</p>
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NOTE:

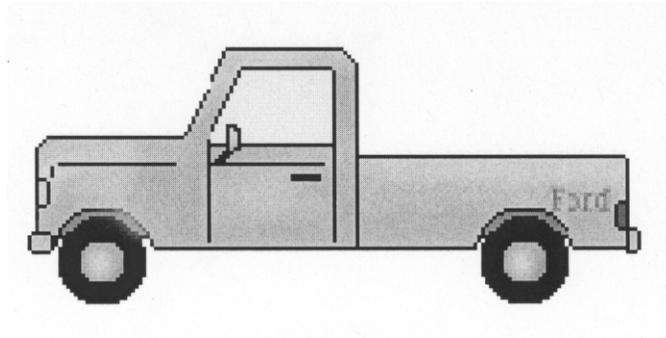
TRACTORS have what is known as a "FIFTH WHEEL"



TRUCKS do not have a fifth wheel.

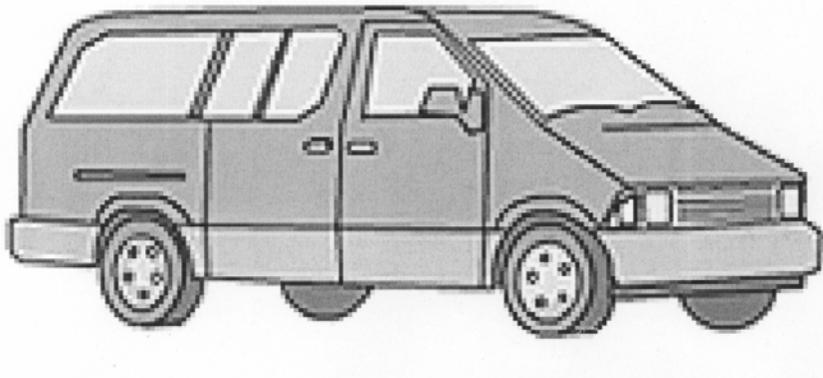


1. To which group does this vehicle belong?



- A. Group F
- B. Group G
- C. Group K
- D. none of the above

2. To which group does this vehicle belong?



- A. Group G
- B. Group I
- C. Group K
- D. none of the above

3. At Exit 31 a driver used the money at the left of the toll card to pay the toll indicated on the card. What is the correct change?



Entry at 27A Sampletown		
Exit No.	Station	Toll
31	Utica – Rte. 8 & Rte. 12	2.05
32	Westmoreland-Rome	2.10
33	Verona-Rome – Rte. 365	2.15
34	Canastota – Rte. 13	2.20
34A	Syracuse (I-481)	2.25
35	Syracuse – Rte. 298	2.30
36	Syracuse (I-81)	2.35
37	Electronics Parkway	2.40
38	Syracuse - Liverpool – Rte. 57	2.45
39	Syracuse (I-690)	2.50
40	Weedsport – Rte. 34	2.65
41	Waterloo – Rte. 414	2.80
42	Geneva – Rte. 14	2.85
43	Manchester – Rte. 21	3.00
44	Canandaigua	3.05
45	Rochester (I-490)	3.10

A.



B.



C.



D. none of the above

4. At the Syracuse (I-81) Station a driver used the money at the left of the toll card to pay the toll indicated on the card. What is the correct change?



Entry at 27A Sampletown		
Exit No.	Station	Toll
31	Utica – Rte. 8 & Rte. 12	2.05
32	Westmoreland-Rome	2.10
33	Verona-Rome – Rte. 365	2.15
34	Canastota – Rte. 13	2.20
34A	Syracuse (I-481)	2.25
35	Syracuse – Rte. 298	2.30
36	Syracuse (I-81)	2.35
37	Electronics Parkway	2.40
38	Syracuse - Liverpool – Rte. 57	2.45
39	Syracuse (I-690)	2.50
40	Weedsport – Rte. 34	2.65
41	Waterloo – Rte. 414	2.80
42	Geneva – Rte. 14	2.85
43	Manchester – Rte. 21	3.00
44	Canandaigua	3.05
45	Rochester (I-490)	3.10

A.



B.



C.



D. none of the above

Your cash drawer contains the following:

1	\$100 bill	1	half-dollar	1	roll of quarters (\$10 each)
5	\$ 50 bills	38	quarters		
15	\$ 20 bills	17	dimes		
2	\$ 10 bills	23	nickels		
8	\$ 5 bills	10	pennies		
7	\$ 1 bills				

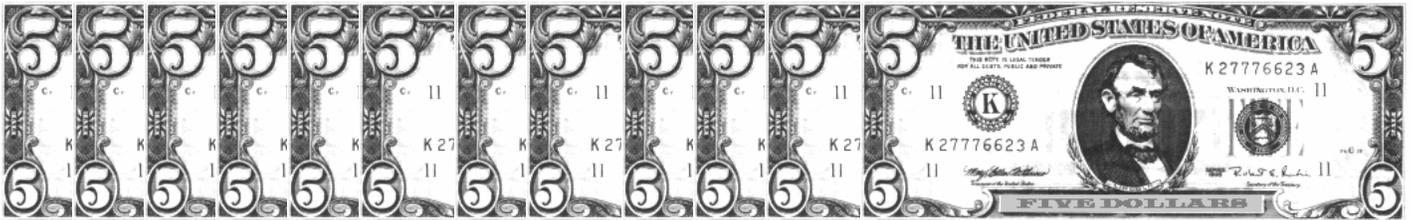
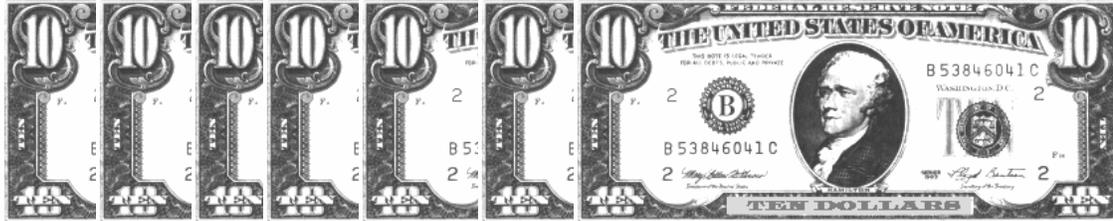
Deposit to Credit of the New York State Thruway Authority		
CURRENCY	NUMBER	AMOUNT
BILLS	100s	
	50s	
	20s	
	10s	
	5s	
	2s	
	1s	
COINS	Dollars	
	Halves	
	Quarters	
	Dimes	
	Nickels	
	Pennies	
TOTAL DEPOSIT		

5. What is the value of all of the bills?

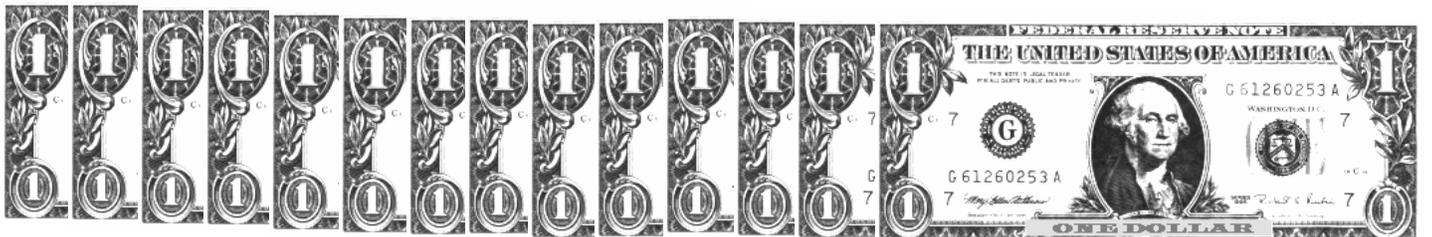
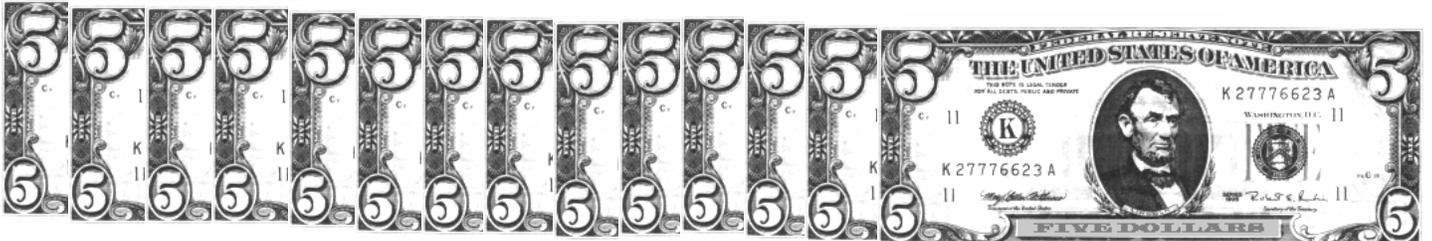
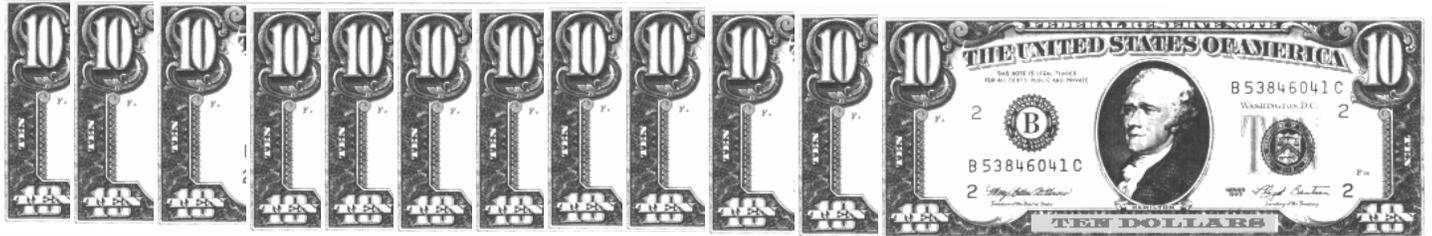
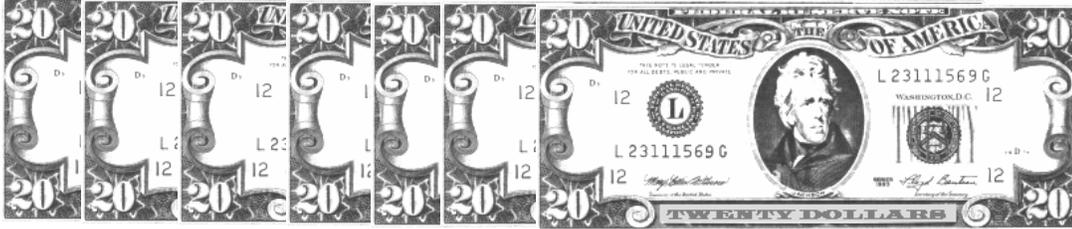
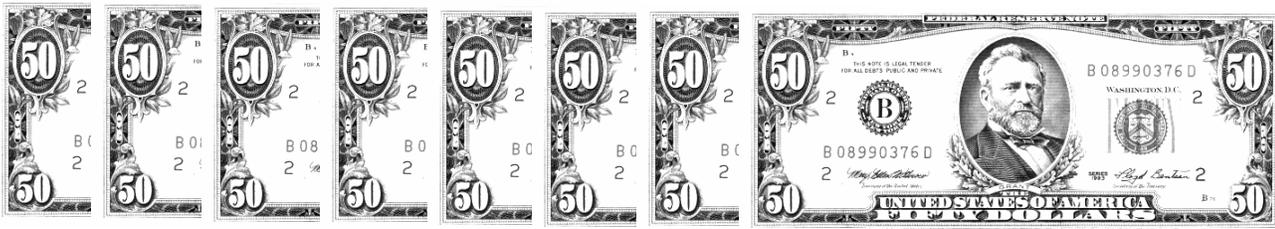
- A. \$567
- B. \$697
- C. \$717
- D. none of the above

6. What is the value of all of the coins?

- A. \$10.95
- B. \$17.25
- C. \$22.95
- D. none of the above



7. What is the total amount of money shown?
- A. \$376.50
 - B. \$377.50
 - C. \$379.50
 - D. none of the above



\$10 QUARTERS

\$10 QUARTERS

\$10 QUARTERS

\$5 DIMES \$5

\$2 NICKELS \$2

\$2 NICKELS \$2



8. What is the amount of money shown?

- A. \$777.45
- B. \$788.45
- C. \$789.45
- D. none of the above

9. Your agency has introduced a new procedure. It makes things easier for the customers, so it should be especially appreciated by the people who use your agency's services frequently. Most of the frequent customers are pleased with the new procedure, but a few complain about it. Which one of the following is likely to be the most typical reason behind these complaints?

- A. These people tend to complain about everything.
- B. These people are uneasy about changing a regular routine.
- C. These people suspect something is being taken away from them.
- D. These people feel the government has too much control.

10. On a holiday weekend, the lines at the toll booths are longer than usual. The next customer in line tells you to hurry up; he's on vacation and he's tired of the slow service and slow-moving lines. Which one of the following should you say to the customer *first*?

- A. "I hope you enjoy your vacation."
- B. "Maybe you should have left for your vacation on a different day."
- C. "You should get an E-Z Pass to save you time in the future."
- D. "I can understand your frustration with the long lines today."

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 some of the material which 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 materials as instructed on the admission notice or 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 | - | A |
| 2 | - | D |
| 3 | - | A |
| 4 | - | C |
| 5 | - | C |
| 6 | - | C |
| 7 | - | A |
| 8 | - | D |
| 9 | - | B |
| 10 | - | D |

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New York State
Department of Civil Service
Albany, NY 12239

2010