

PRACTICE EXAM 10: CLERK-TYPIST SIMULATION

Operations with Letters and Numbers (1–18)

1. How many of the following pairs are exactly alike?

TXQBM — TXQBM
48317 — 48317
KPDFW — KPDFW
70492 — 70429

- A. Exactly one pair is alike
- B. Exactly two pairs are alike
- C. All four pairs are alike
- D. Exactly three pairs are alike

2. How many of the following pairs are exactly alike?

MQTR — MQTR
5273 — 5273
WKPL — WKLP
6048 — 6048

- A. All four pairs are alike
- B. Exactly three pairs are alike
- C. Exactly two pairs are alike
- D. Exactly one pair is alike

3. Which letter is as far after D as P is after K in the alphabet?

- A. The letter is H
- B. The letter is I
- C. The letter is J
- D. The letter is G

4. How many consonants are in the word GRAPE?

- A. The word contains two consonants
- B. The word contains four consonants
- C. The word contains one consonant
- D. The word contains three consonants

5. If each letter in the word FORK is converted to its alphabet position (A=1 ... Z=26) and the values are added, what is the total?

- A. The values total 46
- B. The values total 48
- C. The values total 52
- D. The values total 50

6. How many of the following pairs are NOT exactly alike?

8273 — 8273
KQML — KQML
3915 — 3915
RPTV — RPTV

- A. None of the pairs differ
- B. One of the pairs differs
- C. Two of the pairs differ
- D. Three of the pairs differ

7. In the number string below, how many times does the digit 5 appear?

5 8 5 2 5 9 5 1

- A. The digit 5 appears five times
- B. The digit 5 appears three times
- C. The digit 5 appears six times
- D. The digit 5 appears four times

8. Counting from the left end, which letter is the third in the group W U S Q O M?

- A. The third letter from the left is U
- B. The third letter from the left is S
- C. The third letter from the left is Q
- D. The third letter from the left is O

9. In the following sentence, how many words contain the letter "o" more than once?

"Tool moon zoo cook book look."

- A. Three of the words contain a repeated "o"
- B. Six of the words contain a repeated "o"
- C. Four of the words contain a repeated "o"
- D. Five of the words contain a repeated "o"

10. Which choice lists the letters that are three positions after each of A, F, and K in the alphabet?

- A. The letters are C, H, and M
- B. The letters are E, J, and O
- C. The letters are D, I, and N
- D. The letters are D, H, and N

11. How many times does the two-letter pair "UV" appear in the group below?

UV VU UV UV VU

- A. The pair "UV" appears two times
- B. The pair "UV" appears five times
- C. The pair "UV" appears four times
- D. The pair "UV" appears three times

12. In the number 3 8 1 6 9 2 5, which digit lies in the exact middle position?

- A. The middle digit is 1
- B. The middle digit is 6
- C. The middle digit is 9
- D. The middle digit is 8

13. If the alphabet is numbered backward so that Z=1, Y=2, X=3, and so on, what number does the letter A receive?

- A. The letter A receives the number 26
- B. The letter A receives the number 1
- C. The letter A receives the number 25
- D. The letter A receives the number 2

14. Reading left to right without overlap, how many complete "5 1 7" sequences appear in the string below?

5 1 7 5 1 7 5 1 7 5

- A. The sequence appears two complete times
- B. The sequence appears one complete time
- C. The sequence appears four complete times
- D. The sequence appears three complete times

15. How many of the characters in the group below are digits rather than letters?

T2U4V6W

- A. The group contains four digits
- B. The group contains five digits
- C. The group contains two digits
- D. The group contains three digits

16. Which letter appears exactly three times in the word ADDED?

- A. The letter appearing three times is A
- B. The letter appearing three times is D
- C. The letter appearing three times is E
- D. The letter appearing three times is none

17. In the string below, how many times does an odd digit appear immediately before an even digit?

1 4 3 6 5 8 7 2 9 0

- A. An odd-before-even pair occurs three times
- B. An odd-before-even pair occurs four times
- C. An odd-before-even pair occurs six times
- D. An odd-before-even pair occurs five times

18. Reading left to right, what is the first letter in the group that comes alphabetically after the letter J?

F C K B A D

- A. The first letter after J is F
- B. The first letter after J is B
- C. The first letter after J is D
- D. The first letter after J is K

Spelling (19–33) — choose the letters that correctly fill the blank in the word

19. Which choice correctly fills the blank in NEC___SARY ?

- A. es
- B. ess
- C. ec
- D. iss

20. Which choice correctly fills the blank in ACCO__ODATE ?

- A. n
- B. m
- C. mm
- D. nm

21. Which choice correctly fills the blank in SEP__ATE ?

- A. er
- B. or
- C. ir
- D. ar

22. Which choice correctly fills the blank in EMBA__ASS ?

- A. r
- B. s
- C. rr
- D. rs

23. Which choice correctly fills the blank in OCCU__ED ?

- A. r
- B. rr
- C. rd
- D. red

24. Which choice correctly fills the blank in DEFIN__LY ?

- A. ate
- B. ite
- C. ete
- D. atte

25. Which choice correctly fills the blank in PRIV__EGE ?

- A. il
- B. el
- C. ile
- D. ele

26. Which choice correctly fills the blank in GOVER__ENT ?

- A. nm
- B. m

- C. n
- D. mn

27. Which choice correctly fills the blank in MAINTEN___CE ?

- A. en
- B. in
- C. an
- D. on

28. Which choice correctly fills the blank in RECO___END ?

- A. m
- B. mm
- C. n
- D. nm

29. Which choice correctly fills the blank in CATEG___Y ?

- A. er
- B. ar
- C. ir
- D. or

30. Which choice correctly fills the blank in CALEND___ ?

- A. ar
- B. er
- C. or
- D. ur

31. Which choice correctly fills the blank in BUS___ESS ?

- A. in
- B. en
- C. yn
- D. ain

32. Which choice correctly fills the blank in EXIST___CE ?

- A. an
- B. en
- C. in
- D. on

33. Which choice correctly fills the blank in SCHED___E ?

- A. ue
- B. el
- C. ul
- D. le

Alphabetizing and Filing (34–45)

34. Of the following names, which would be filed FIRST?

- A. Holland, Eve
- B. Holmes, Eve
- C. Holloway, Eve
- D. Holt, Eve

35. When filed alphabetically, which name would come SECOND?

- A. Reyes, Sky
- B. Reed, Sky
- C. Reilly, Sky
- D. Reese, Sky

36. Which name would be filed THIRD in alphabetical order?

- A. Carey, Roy
- B. Carlson, Roy
- C. Carson, Roy
- D. Carter, Roy

37. Of the following names, which would be filed LAST?

- A. Mason, Dot
- B. Massey, Dot
- C. Mather, Dot
- D. Marsh, Dot

38. Of the following names, which would be filed FIRST?

- A. Sutton, Cal
- B. Sullivan, Cal
- C. Sumner, Cal
- D. Sutter, Cal

39. Treating each prefix as part of the surname, which name would be filed **THIRD**?

- A. Dean, Ula
- B. Decker, Ula
- C. De La Rosa, Ula
- D. Delgado, Ula

40. Of the following business names, which is filed **THIRD** (numbers filed as if spelled out)?

- A. Forest Realty
- B. 7th Lane Cafe
- C. Seventh Bell Inn
- D. Foster Books

41. Which name would be placed **SECOND** when filed alphabetically?

- A. Boyle, Ned
- B. Bowen, Ned
- C. Boyer, Ned
- D. Boyd, Ned

42. A hyphenated surname is filed as one continuous unit. Which name would be filed **THIRD**?

- A. Park-Lee, Bea
- B. Park, Bea
- C. Parker, Bea
- D. Parry, Bea

43. Of the following names, which would be filed **FIRST**?

- A. Walden, Jo
- B. Walker, Jo
- C. Wallace, Jo
- D. Walsh, Jo

44. Which name would be filed **LAST** in an alphabetic file?

- A. Quinlan, Cy
- B. Quincy, Cy
- C. Quinton, Cy
- D. Quinn, Cy

45. Of the following names, which would be filed **SECOND**?

- A. Noble, Ada
- B. Nolan, Ada

- C. Norris, Ada
- D. Norton, Ada

English Usage and Grammar (46–60)

46. Which sentence is written correctly?

- A. The clerk and the courier were both on duty today
- B. The box of folders were placed on the shelf
- C. Each of the drawers were left open last night
- D. Neither of the forms were signed by the clerk

47. Which sentence contains a grammatical error?

- A. The committee has posted its weekly agenda
- B. The list of names were taped to the door
- C. Everyone in the office has a desk key
- D. Neither choice was right for the layout

48. Which sentence uses commas correctly?

- A. The report which was outdated, was replaced today
- B. The report, which was outdated was replaced today
- C. The report, which was outdated, was replaced today
- D. The report which, was outdated was replaced today

49. Which sentence is correct?

- A. The packets were handed to her and the new hire
- B. The packets were handed to she and the new hire
- C. The packets were handed to she and I last week
- D. The packets were handed to he and the new hire

50. Which sentence uses the semicolon correctly?

- A. The scanner jammed, the clerk used the backup
- B. Although the scanner jammed; the work continued
- C. The scanner jammed; and the clerk used another
- D. The scanner jammed; the clerk used the backup

51. Which sentence is written correctly?

- A. The staff has finished there reviews this week
- B. The staff have finished they're reviews this week
- C. The staff finishing their reviews this week
- D. The staff finished their reviews this week

52. Which of the following is a complete, correct sentence?

- A. After the cartons were counted against the order
- B. The clerk logged the package and signed the form
- C. Recording the totals on the daily summary sheet
- D. While the manager reviewed the weekly figures

53. Which sentence uses the correct word?

- A. The upgrade had a strong effect on processing time
- B. The closure will effect every clerk by next week
- C. The delay did not effect the mailing schedule
- D. The clerk hoped the memo would affect a reply

54. Which sentence is punctuated correctly?

- A. After sorting the mail the clerk, delivered it
- B. After sorting the mail, the clerk delivered it
- C. After, sorting the mail the clerk delivered it
- D. After sorting, the mail the clerk delivered it

55. Which sentence is grammatically correct?

- A. The clerk and her labeled the new bins
- B. Her and the clerk labeled the new bins
- C. The clerk and she labeled the new bins
- D. The clerk labeled the bins with she helping

56. Which sentence contains a misplaced modifier?

- A. Torn at the corner, the clerk discarded the form
- B. The form, torn at the corner, was discarded
- C. Torn at the corner, the form was discarded
- D. The clerk discarded the form, which was torn

57. Which sentence uses parallel structure correctly?

- A. The task covers filing, to sort, and labeling
- B. The task covers to file, sorting, and labeling
- C. The task covers filing, sorting, and labeling
- D. The task covers filing, sorting, and to label

58. Which sentence is correct?

- A. There was less errors in this batch than the last
- B. There were less errors in this batch than the last
- C. There was fewer errors in this batch than the last
- D. There were fewer errors in this batch than the last

59. Which sentence uses capitalization correctly?

- A. the memo was signed by Director Cole on Monday
- B. The memo was signed by director Cole on monday
- C. The Memo was signed by director cole on Monday
- D. The memo was signed by Director Cole on Monday

60. Which sentence is written correctly?

- A. The clerk should have verified the count first
- B. The clerk should of mailed the notice on time
- C. The clerk could of caught the error in review
- D. The clerk must of left the binder on the desk

Understanding Written Material (61–75)

Questions 61–63 are based on the following passage.

A clerk who receives an unclear instruction should ask for it to be repeated or explained rather than guess at its meaning. A task done wrong because of a misunderstanding usually has to be redone, costing more time than a brief question would have. There is no penalty for asking; the only mistake is proceeding on a guess.

61. According to the passage, what should a clerk do with an unclear instruction?

- A. Carry it out as best as possible
- B. Set it aside until later
- C. Pass it to another clerk
- D. Ask for it to be repeated or explained

62. Based on the passage, why is guessing costly?

- A. It requires a supervisor's sign-off
- B. It uses up the office supply budget
- C. It lowers the clerk's performance score
- D. A task done wrong usually has to be redone

63. According to the passage, what is described as the only mistake?

- A. Proceeding on a guess
- B. Asking too many questions
- C. Repeating the instruction aloud
- D. Writing the instruction down

Questions 64–66 are based on the following passage.

Cross-training, in which several clerks learn each other's duties, protects an office against disruption. When one clerk is absent, another can step in and keep essential work moving rather than letting it pile up until the return. The short-term effort of teaching a second person pays off the first time someone is unexpectedly out.

64. What is the main idea of this passage?

- A. Clerks should specialize narrowly in one duty
- B. Absences are rare enough to ignore in planning
- C. Cross-training protects an office against disruption
- D. Teaching others is a waste of a clerk's time

65. According to the passage, what can a cross-trained clerk do when a coworker is absent?

- A. Take the day off as well
- B. Postpone all of the absent clerk's work
- C. Step in and keep essential work moving
- D. Report the absence to a supervisor

66. Based on the passage, when does the effort of cross-training pay off?

- A. Only after a full year of practice
- B. When the office is fully staffed
- C. During scheduled training sessions
- D. The first time someone is unexpectedly out

Questions 67–69 are based on the following passage.

A date stamp on incoming mail serves as a record of when an item arrived, which can matter when a deadline is involved. Without it, there is no way to prove that a document was received on time if a dispute arises later. Stamping each item the day it arrives is a small habit with significant protective value.

67. According to the passage, what does a date stamp on incoming mail record?

- A. The name of the sender
- B. When an item arrived

- C. The department it belongs to
- D. The number of pages received

68. Based on the passage, what becomes impossible without a date stamp?

- A. Proving a document was received on time
- B. Sorting the mail by department
- C. Forwarding the item to the right clerk
- D. Filing the document in storage

69. According to the passage, how is the date-stamping habit described?

- A. As an outdated and unnecessary step
- B. As a task best left to a supervisor
- C. As a small habit with significant protective value
- D. As a requirement only for legal documents

Questions 70–72 are based on the following passage.

When a clerk notices a recurring error in a routine process, reporting it is more useful than simply correcting it each time. A correction fixes one instance; identifying the cause can prevent the error from recurring at all. A clerk who only corrects, and never reports, may be quietly absorbing a problem that a small change would eliminate.

70. What is the main point of this passage?

- A. Recurring errors are rarely worth a clerk's attention
- B. Clerks should correct errors without telling anyone
- C. Reporting a recurring error is more useful than only correcting it
- D. Most process errors cannot be prevented

71. According to the passage, what does a single correction do?

- A. Fixes one instance
- B. Prevents all future errors
- C. Identifies the root cause
- D. Changes the entire process

72. Based on the passage, what may a clerk who only corrects be doing?

- A. Saving the office considerable time
- B. Following the office's preferred method
- C. Quietly absorbing a problem a small change would eliminate
- D. Earning recognition for thoroughness

Questions 73–75 are based on the following passage.

Confidential information should be discussed only with those who need to know it for their work. A clerk who shares such details casually, even without intending harm, can cause real damage if the information reaches the wrong person. Discretion is not secrecy for its own sake; it is a safeguard for the people the records describe.

73. What is the main point of this passage?

- A. Confidential records should never be written down
- B. Confidential information should be shared only on a need-to-know basis
- C. Most office information is not actually confidential
- D. Discretion matters only for financial records

74. According to the passage, what can casual sharing cause?

- A. A delay in processing the records
- B. An increase in the clerk's workload
- C. Real damage if the information reaches the wrong person
- D. A loss of the original document

75. Based on the passage, how is discretion described?

- A. As a way to avoid extra work
- B. As secrecy valued for its own sake
- C. As a rule that applies only to supervisors
- D. As a safeguard for the people the records describe

Record Keeping (76–90)

Questions 76–80 are based on the following table.

Clerk	Week 1	Week 2	Week 3	Week 4
Alva	80	95	110	75
Bond	100	90	105	115
Choi	125	130	120	135
Diaz	60	70	65	55

(Table shows the number of documents indexed by each clerk per week.)

76. How many documents did Bond index in Week 3?

- A. Bond indexed 100 documents in Week 3
- B. Bond indexed 90 documents in Week 3
- C. Bond indexed 105 documents in Week 3
- D. Bond indexed 115 documents in Week 3

77. What was Alva's total number of documents indexed over the four weeks?

- A. Alva indexed 360 documents in total
- B. Alva indexed 370 documents in total
- C. Alva indexed 350 documents in total
- D. Alva indexed 380 documents in total

78. Which clerk indexed the most documents in Week 2?

- A. Choi indexed the most in Week 2
- B. Bond indexed the most in Week 2
- C. Alva indexed the most in Week 2
- D. Diaz indexed the most in Week 2

79. What was Diaz's average number of documents indexed per week?

- A. Diaz averaged 65 documents per week
- B. Diaz averaged 60 documents per week
- C. Diaz averaged 62.5 documents per week
- D. Diaz averaged 70 documents per week

80. In Week 1, how many documents were indexed by all four clerks combined?

- A. The four clerks indexed 365 documents in Week 1
- B. The four clerks indexed 355 documents in Week 1
- C. The four clerks indexed 375 documents in Week 1
- D. The four clerks indexed 345 documents in Week 1

Questions 81–85 are based on the following running-balance record. Each row applies to the row above it in order.

Transaction	Amount	Running Balance
Beginning balance	—	\$800
Deposit	+\$200	? (Row 1)
Payment	-\$450	? (Row 2)
Deposit	+\$250	? (Row 3)
Payment	-\$300	? (Row 4)

81. What is the Running Balance after Row 1 (the first deposit)?

- A. The balance after Row 1 is \$800
- B. The balance after Row 1 is \$550
- C. The balance after Row 1 is \$950
- D. The balance after Row 1 is \$1,000

82. What is the Running Balance after Row 2 (the first payment)?

- A. The balance after Row 2 is \$600
- B. The balance after Row 2 is \$550
- C. The balance after Row 2 is \$500
- D. The balance after Row 2 is \$650

83. What is the Running Balance after Row 3 (the second deposit)?

- A. The balance after Row 3 is \$750
- B. The balance after Row 3 is \$700
- C. The balance after Row 3 is \$850
- D. The balance after Row 3 is \$800

84. What is the Running Balance after Row 4 (the second payment)?

- A. The balance after Row 4 is \$500
- B. The balance after Row 4 is \$550
- C. The balance after Row 4 is \$450
- D. The balance after Row 4 is \$600

85. By how much did the ending balance differ from the beginning balance of \$800?

- A. The ending balance was \$200 lower
- B. The ending balance was \$400 lower
- C. The ending balance was \$300 lower
- D. The ending balance was unchanged

Questions 86–90 are based on the following table.

Region	Items Received	Items Shipped
North	160	80
South	120	90
East	200	100
West	140	70

86. How many items were received in the North region?

- A. The North region received 160 items
- B. The North region received 120 items
- C. The North region received 200 items
- D. The North region received 140 items

87. What was the total number of items shipped across all four regions?

- A. A total of 360 items were shipped
- B. A total of 340 items were shipped

- C. A total of 380 items were shipped
- D. A total of 320 items were shipped

88. In the North region, what percent of received items were shipped?

- A. About 40 percent were shipped in the North
- B. About 50 percent were shipped in the North
- C. About 60 percent were shipped in the North
- D. About 75 percent were shipped in the North

89. Which region received the most items?

- A. The East region received the most items
- B. The North region received the most items
- C. The South region received the most items
- D. The West region received the most items

90. In the West region, how many more items were received than were shipped?

- A. The West had 60 more received than shipped
- B. The West had 70 more received than shipped
- C. The West had 50 more received than shipped
- D. The West had 80 more received than shipped

Using a Directory (91–100)

Questions 91–100 are based on the DIRECTORY and LIST OF CHANGES below.

DIRECTORY:

Name	Rm. No.	Ext.
Avery, Kim	1101	4901
Bauer, Joel	1103	4902
Conley, Mae	1105	4903
Doyle, Russ	1107	4904
Estes, Gwen	1109	4905
Flynn, Paul	1111	4906
Garza, Beth	1113	4907
Hooper, Dean	1115	4908

LIST OF CHANGES:

- All calls for persons not listed in the directory should be referred to Mae Conley.
- Joel Bauer is on leave; his calls should be referred to Paul Flynn.

- Gwen Estes has moved to room 1120, and her extension is now 4950.

91. A call comes in for Joel Bauer. To whom should it be referred?

- A. The call should be referred to Mae Conley
- B. The call should go to Joel Bauer in room 1103
- C. The call should be referred to Paul Flynn
- D. The call should be referred to Russ Doyle

92. What is the extension for Kim Avery?

- A. Kim Avery's extension is 4903
- B. Kim Avery's extension is 4902
- C. Kim Avery's extension is 4901
- D. Kim Avery's extension is 4904

93. After her move, what is Gwen Estes's room number?

- A. Gwen Estes is now in room 1109
- B. Gwen Estes is now in room 1111
- C. Gwen Estes is now in room 1113
- D. Gwen Estes is now in room 1120

94. A caller asks for Dana Webb, who is not listed in the directory. To whom should the call be referred?

- A. The call should be referred to Hooper, Dean
- B. The call should be referred to Paul Flynn
- C. The call should be referred to Avery, Kim
- D. The call should be referred to Mae Conley

95. Which person is located in room 1107?

- A. Room 1107 belongs to Estes, Gwen
- B. Room 1107 belongs to Doyle, Russ
- C. Room 1107 belongs to Conley, Mae
- D. Room 1107 belongs to Flynn, Paul

96. After the change to her extension, a call for Gwen Estes should be directed to which extension?

- A. The call should go to extension 4905
- B. The call should go to extension 4906
- C. The call should go to extension 4950
- D. The call should go to extension 4907

97. What is the extension for Beth Garza?

- A. Beth Garza's extension is 4906
- B. Beth Garza's extension is 4907
- C. Beth Garza's extension is 4908
- D. Beth Garza's extension is 4905

98. A caller asks for Paul Flynn's room number. What is it?

- A. Paul Flynn is in room 1111
- B. Paul Flynn is in room 1109
- C. Paul Flynn is in room 1113
- D. Paul Flynn is in room 1115

99. A call for Joel Bauer is referred according to the change list, and the caller then asks for that person's extension. Which extension applies?

- A. Extension 4902, for Joel Bauer
- B. Extension 4906, for Paul Flynn
- C. Extension 4903, for Mae Conley
- D. Extension 4901, for Kim Avery

100. A caller asks to reach Dean Hooper directly. What is the extension?

- A. Dean Hooper's extension is 4906
- B. Dean Hooper's extension is 4908
- C. Dean Hooper's extension is 4907
- D. Dean Hooper's extension is 4905

PRACTICE EXAM 10: ANSWER KEY AND EXPLANATIONS

1. D — Three pairs match exactly (TXQBM, 48317, and KPDFW); only 70492 versus 70429 differs, by a transposition. Compare character by character and stop at the first difference. Catching transposed characters is the core verification skill.
2. B — Three pairs match exactly; only WKPL versus WKLP differs, by a transposed final pair. Read each pair to the end and note the one mismatch. Verifying copies against an original is a daily clerical task.
3. B — P is five letters after K, so the answer is five letters after D: E, F, G, H, I, landing on I. Count the gap in one pair and apply the same gap to the other. Knowing alphabet spacing makes these quick.
4. D — GRAPE contains three consonants, G, R, and P, with A and E as vowels. Separate consonants from vowels and count only the consonants. Careful letter classification prevents miscounts.
5. D — The positions F=6, O=15, R=18, K=11 sum to 50. Translate each letter to its number and add, writing values down to avoid slips. Letter-to-number conversion is a standard operation.
6. A — None of the pairs differ; all four match exactly. Read the condition carefully—the question asks how many differ. Confirming that copies are identical is a daily clerical task.

7. D — The digit 5 appears four times, alternating with the other digits across the string. Tally each occurrence in a single left-to-right pass. Deliberate counting yields the exact total.
8. B — Counting from the left (W, U, S), the third letter is S. Confirm the counting direction before answering. Position counting under a stated direction is a basic skill.
9. B — All six words contain "o" more than once: Tool, moon, zoo, cook, book, and look. Check each word individually for a repeated letter. Word-by-word checking is the disciplined method.
10. C — Three positions after A, F, and K gives D, I, and N respectively. Apply the same shift to each letter. Consistent letter-shifting answers coding-style items.
11. D — The pair "UV" appears three times in the listed groups; the "VU" groups do not match. Scan only for the exact target pair and tally each hit. Pattern matching within a string is a routine count.
12. B — In a seven-digit number, the middle is the fourth position, which holds 6. Identify the center position by count, not by value. Positional location is a basic operation.
13. A — Numbering backward, Z=1 through A gives $26 - 0 = 26$. Apply the reverse mapping carefully. Reverse-alphabet reasoning tests flexible letter-position knowledge.
14. D — Reading without overlap, "5 1 7" appears three complete times before the trailing 5. Segment the string into non-overlapping blocks. Recognizing repeated sequences is a pattern skill.
15. D — The group T2U4V6W contains three digits: 2, 4, and 6. Separate digits from letters and count only the digits. Character classification is simple but error-prone.
16. B — In ADDED, D appears exactly three times, while A and E each appear once. Tally each distinct letter. Frequency counting tests careful enumeration.
17. D — An odd digit immediately precedes an even digit five times: 1-4, 3-6, 5-8, 7-2, and 9-0. Check each adjacent pair against both conditions. Adjacency-with-condition counting is a recurring format.
18. D — Reading left to right, the first letter that falls alphabetically after J is K (F, C, B, and A precede J, while K follows). Scan in order and stop at the first qualifying letter. Combining order with a threshold is a standard task.
19. A — "Necessary" is filled by "es" (NEC + es + SARY), giving one c and two s's. The other choices add a stray letter or alter the vowels. Necessary's single-c, double-s pattern is a frequent stumbling point.
20. C — "Accommodate" is filled by "mm" (ACCO + mm + ODATE), giving two c's and two m's. The other choices drop the second m. Accommodate is one of the most misspelled business words.
21. D — "Separate" is filled by "ar" (SEP + ar + ATE), placing "par" in the middle. The other choices substitute an e or other vowel. Separate is misled by its pronunciation.
22. C — "Embarrass" is filled by "rr" (EMBA + rr + ASS), giving two r's and two s's. The other choices drop an r. Embarrass is a classic double-double-letter word.
23. B — "Occurred" is filled by "rr" (OCCU + rr + ED), doubling the r. The other choices drop an r or alter the ending. The doubled-consonant rule governs occurred.
24. B — "Definitely" is filled by "ite" (DEFIN + ite + LY), built on the root "finite." The other choices substitute an a or double a letter. Definitely is among the most frequently misspelled words.
25. A — "Privilege" is filled by "il" (PRIV + il + EGE), with no extra letter. The other choices substitute an e or add one. Privilege is commonly misspelled by altering the vowels.
26. A — "Government" is filled by "nm" (GOVER + nm + ENT), keeping the silent n. The other choices drop the n or reverse the order. The hidden n is the letter careless spellers drop.
27. C — "Maintenance" is filled by "an" (MAINTEN + an + CE), ending in -ance. The other choices use -en or -in. Maintenance is a commonly misspelled business word.

28. B — "Recommend" is filled by "mm" (RECO + mm + END), giving one c and two m's. The other choices drop an m. Recommend's single-c, double-m pattern is a common error.
29. D — "Category" is filled by "or" (CATEG + or + Y). The other choices substitute a different vowel. The -ory ending is the feature most often missed.
30. A — "Calendar" is filled by "ar" (CALEND + ar), ending in -ar. The other choices substitute -er, -or, or -ur. Calendar is misspelled by ending it in -er.
31. A — "Business" is filled by "in" (BUS + in + ESS), keeping the hidden i. The other choices drop or alter it. The silent i is the feature most often missed.
32. B — "Existence" is filled by "en" (EXIST + en + CE), ending in -ence. The other choices use -an or -in. The -ence ending governs this word.
33. C — "Schedule" is filled by "ul" (SCHED + ul + E). The other choices reorder the vowels. The -ule ending is the feature most often missed.
34. A — Holland files first: among Holland, Holloway, Holmes, Holt, "holl" precedes "holm" and "holt," and "holla" precedes "hollo." Compare unit by unit to the first difference. This is the foundational alphabetizing method.
35. D — Reese files second: the order is Reed, Reese, Reilly, Reyes (after "re," compare e, then Reed vs Reese by the fourth letter, then i, y). The first point of difference decides order. Counting to the requested position gives the answer.
36. C — Carson files third: the order is Carey, Carlson, Carson, Carter (after "car," compare e, l, s, t). Careful letter comparison settles closely spaced names.
37. C — Mather files last: the order is Marsh, Mason, Massey, Mather (after "ma," compare r, s, s, t; then Mason vs Massey by the fourth letter). The third and fourth letters rank the names. Methodical comparison places the final name.
38. B — Sullivan files first: among Sullivan, Sumner, Sutter, Sutton, "sul" precedes "sum" and the "sut-" names at the third letter. Compare to the first difference. The third letter decides among these S- names.
39. C — De La Rosa files third: treating each prefix as part of the surname, the order is Dean, Decker, De La Rosa, Delgado (dean, decker, delarosa, delgado). After "de," compare a, c, then "del-" by the fourth letter: "dela" before "delg." Spaces are ignored.
40. C — Seventh Bell Inn files third: with numbers spelled out, the order is Forest, Foster, Seventh Bell, 7th Lane (Seventh). The two "Fo-" names file first, then "Seventh Bell" precedes "Seventh Lane." Numbers are filed as if written in words.
41. D — Boyd files second: the order is Bowen, Boyd, Boyer, Boyle. "Bow" precedes "boy," and among the "boy-" names, "boyd" precedes "boye" and "boyl." The fourth letter ranks them. Counting to the second slot avoids a position error.
42. A — Park-Lee files third: treating the hyphenated name as one unit, the order is Park, Parker, Park-Lee, Parry (park, parker, parklee, parry). "Park" alone files first, then "parker" precedes "parklee." Hyphenated names index as a continuous unit.
43. A — Walden files first: among Walden, Walker, Wallace, Walsh, "wald" precedes "walk," "wall," and "wals" at the fourth letter. Compare to the first difference. The fourth letter governs these W-names.
44. C — Quinton files last: the order is Quincy, Quinlan, Quinn, Quinton (after "quin," compare c, l, n, t). The fifth letter ranks Quinton last. Methodical comparison places the final name.
45. B — Nolan files second: the order is Noble, Nolan, Norris, Norton (after "no," compare b, l, r, r; then Norris vs Norton by the fourth letter). The third letter ranks Noble and Nolan. Counting to the second slot gives the answer.

46. A — "The clerk and the courier were both on duty today" is correct: a compound subject joined by "and" is plural and takes "were." The other choices mismatch a singular subject ("box," "each," "neither") with a plural verb. Matching the verb to the true subject is the most-tested usage rule.
47. B — "The list of names were taped to the door" contains the error: the singular subject "list" requires "was." The phrase "of names" is a distraction. Identifying the true subject across an intervening phrase is essential.
48. C — "The report, which was outdated, was replaced today" correctly brackets the nonrestrictive clause with paired commas. The other versions omit or misplace a comma. Nonrestrictive clauses take commas on both sides.
49. A — "Handed to her and the new hire" is correct: "her" is the object of the preposition "to." The other choices use the subject forms "she" or "he" where an object pronoun is required. Prepositions take object pronouns.
50. D — "The scanner jammed; the clerk used the backup" correctly joins two independent clauses with a semicolon. A comma alone would splice them, and a semicolon needs no conjunction. The semicolon links two independent clauses.
51. D — "The staff finished their reviews this week" is correct, with consistent past tense and the proper "their." The other choices misuse "there," "they're," or leave a fragment. Tense and pronoun form must both be correct.
52. B — "The clerk logged the package and signed the form" is a complete sentence with subject, verb, and full thought. The other choices are dependent fragments. Recognizing complete sentences distinguishes them from fragments.
53. A — "Had a strong effect on processing time" is correct because "effect" is the needed noun. The distractors use "effect" as a verb where "affect" is required, or "affect" where it does not fit. The affect/effect distinction is a high-frequency item.
54. B — "After sorting the mail, the clerk delivered it" correctly places a comma after the introductory phrase. The other versions misplace the comma. A comma follows an introductory phrase.
55. C — "The clerk and she labeled the new bins" is correct, using the subject pronoun "she" in a compound subject. The other choices use the object form "her" as a subject. Compound subjects take subject pronouns.
56. A — "Torn at the corner, the clerk discarded the form" contains a misplaced (dangling) modifier, since the clerk was not torn at the corner. The modifier should describe the form. Misplaced modifiers are a favored error type.
57. C — "Filing, sorting, and labeling" uses parallel -ing forms throughout. The other versions mix infinitives with gerunds. Parallel structure requires matching grammatical forms in a series.
58. D — "There were fewer errors in this batch than the last" is correct: "fewer" for countable nouns and the plural "were." "Less" is for uncountable quantities. The fewer/less distinction is regularly tested.
59. D — "The memo was signed by Director Cole on Monday" correctly capitalizes the title before the name and the day of the week. The others mis-capitalize. Titles preceding a name and days are capitalized.
60. A — "The clerk should have verified the count first" is correct; "should have," not "should of," is the proper form. The other choices all use the incorrect "of." "Have," not "of," follows a modal verb.
61. D — A clerk should ask for an unclear instruction to be repeated or explained, as stated. The other actions contradict the passage. Reading the stated advice answers the question.

62. D — Guessing is costly because a task done wrong usually has to be redone, per the passage. The other reasons are unsupported. The stated consequence is the answer.
63. A — Proceeding on a guess is described as the only mistake, as stated. The other options are not the passage's point. The stated claim answers the question.
64. C — The main idea is that cross-training protects an office against disruption, developed throughout the passage. The other choices distort the message. Identifying the central idea distinguishes it from details.
65. C — A cross-trained clerk can step in and keep essential work moving when a coworker is absent, as stated. The other outcomes contradict the passage. The stated benefit is the answer.
66. D — The effort of cross-training pays off the first time someone is unexpectedly out, per the passage. The other timings are unsupported. The stated payoff answers the question.
67. B — A date stamp records when an item arrived, as stated. The other details are not mentioned. The stated function is the answer.
68. A — Without a date stamp, it becomes impossible to prove a document was received on time, per the passage. The other outcomes are unsupported. The stated consequence is the answer.
69. C — The date-stamping habit is described as a small habit with significant protective value, as stated. The other descriptions contradict the passage. The stated characterization answers the question.
70. C — The main point is that reporting a recurring error is more useful than only correcting it, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
71. A — A single correction fixes one instance, as stated. The other outcomes overstate what a correction does. The stated limit is the answer.
72. C — A clerk who only corrects may be quietly absorbing a problem a small change would eliminate, per the passage. The other options contradict the message. The stated consequence answers the question.
73. B — The main point is that confidential information should be shared only on a need-to-know basis, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
74. C — Casual sharing can cause real damage if the information reaches the wrong person, as stated. The other outcomes are unsupported. The stated consequence is the answer.
75. D — Discretion is described as a safeguard for the people the records describe, per the passage. The other descriptions contradict the message. The stated characterization answers the question.
76. C — Bond indexed 105 documents in Week 3, read at the Bond-row, Week 3-column intersection. Locate the correct cell. Accurate table reading is foundational.
77. A — Alva's total is $80 + 95 + 110 + 75 = 360$ documents. Sum every value in Alva's row. Row totaling is a basic record-keeping task.
78. A — Choi indexed the most in Week 2, with 130, exceeding Alva (95), Bond (90), and Diaz (70). Compare the Week 2 column. Finding a column maximum is a standard comparison.
79. C — Diaz's average is $(60 + 70 + 65 + 55) \div 4 = 62.5$ documents per week. Sum the values, then divide by four. The two-step average is a core calculation.
80. A — Week 1's combined total is $80 + 100 + 125 + 60 = 365$ documents. Add the Week 1 value from each row. Summing a column is a routine task.
81. D — Starting from \$800, the first deposit of \$200 gives a running balance of \$1,000. Apply each transaction in order. Sequential updating is the running-balance method.

82. B — From \$1,000, the payment of \$450 reduces the balance to \$550. Subtract the payment from the prior balance. Each step builds on the one before.
83. D — From \$550, the second deposit of \$250 raises the balance to \$800. Carry the prior balance forward and add. Processing transactions in order prevents errors.
84. A — From \$800, the final payment of \$300 brings the balance to \$500. Subtract the payment from the prior balance. The ending figure depends on every prior step.
85. C — The ending balance of \$500 is \$300 lower than the beginning balance of \$800. Subtract the ending from the beginning. Comparing endpoints summarizes the net change.
86. A — The North region received 160 items, read from the Received column of the North row. Locate the correct cell. Direct table lookup answers the question.
87. B — Total shipped is $80 + 90 + 100 + 70 = 340$ items. Sum the Shipped column. Column totaling is a routine calculation.
88. B — In the North, 80 of 160 received were shipped: $80 \div 160 = 50$ percent. Divide shipped by received and convert. The "what percent of" calculation is a key skill.
89. A — The East received the most, at 200, exceeding North (160), South (120), and West (140). Compare the Received column for the maximum. Identifying the highest value is a basic comparison.
90. B — The West received 70 more than were shipped: $140 - 70 = 70$. Subtract shipped from received. Simple subtraction answers the difference question.
91. C — A call for Joel Bauer is referred to Paul Flynn, per the change noting Bauer is on leave. Apply the referral rather than routing to Bauer. Following referral changes is a core directory skill.
92. C — Kim Avery's extension is 4901, read directly from her entry; no change affects it. Locate the correct row and extension. A straightforward lookup answers the question.
93. D — After her move, Gwen Estes is in room 1120, per the change. Apply the updated room number, not the original 1109. Answering against the updated directory is essential.
94. D — A call for Dana Webb, who is unlisted, is referred to Mae Conley under the catch-all rule. Confirm the name is absent, then apply the rule. The catch-all rule governs unlisted names.
95. B — Room 1107 belongs to Russ Doyle, matched from the room column. Search the room column for 1107. Reverse lookup by room is a standard task.
96. C — After the change, a call for Gwen Estes goes to extension 4950, replacing the original 4905. Apply the listed change before answering. Using the current extension is the point.
97. B — Beth Garza's extension is 4907, read from her entry, which no change affects. Locate the correct extension cell. Accurate lookup answers the question.
98. A — Paul Flynn is in room 1111, read from his entry; no change affects his room. A direct lookup of the unchanged entry gives the answer. Reading the correct row is the skill.
99. B — A call for Joel Bauer is referred to Paul Flynn, whose extension is 4906. Follow the referral, then read the referred person's extension. Chaining a referral to a lookup is a multi-step task.
100. B — Dean Hooper's extension is 4908, read directly from his entry. No change affects it. A direct lookup yields the extension.