

# PRACTICE EXAM 11: CLERK-TYPIST SIMULATION

---

## Operations with Letters and Numbers (1–18)

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

RQXBM — RQXBM  
57913 — 57931  
KPDFW — KPDFW  
80426 — 80462

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

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

MQTR — MQRT  
5273 — 5273  
WKPL — WKPL  
6048 — 6048

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

3. Which letter is as far after C as N is after H 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 PRINT?

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

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

- A. The values total 58
- B. The values total 56
- C. The values total 60
- D. The values total 54

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

8273 — 8273  
KQML — KMQL  
3915 — 3915  
RPTV — RPVT

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

7. In the number string below, how many times does the digit 6 appear?

6 4 6 8 6 1 6 9

- A. The digit 6 appears four times
- B. The digit 6 appears three times
- C. The digit 6 appears six times
- D. The digit 6 appears five times

8. Counting from the left end, which letter is the second in the group N P R T V X?

- A. The second letter from the left is N
- B. The second letter from the left is P
- C. The second letter from the left is R
- D. The second letter from the left is T

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

"Boot loop goon room mood pool."

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

10. Which choice lists the letters that are four positions after each of B, E, and K in the alphabet?

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

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

CD DC CD CD DC

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

12. In the number 9 4 7 2 5 8 1, which digit lies in the exact middle position?

- A. The middle digit is 7
- B. The middle digit is 5
- C. The middle digit is 8
- D. The middle digit is 2

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

- A. The letter C receives the number 3
- B. The letter C receives the number 23
- C. The letter C receives the number 25
- D. The letter C receives the number 24

14. Reading left to right without overlap, how many complete "8 2 6" sequences appear in the string below?

8 2 6 8 2 6 8 2 6 8

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

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

W2X4Y6Z

- 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 PEPPER?

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

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

3 2 5 4 7 6 9 8 1 0

- A. An odd-before-even pair occurs five 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 three times

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

F C N B R A

- A. The first letter after M is R
- B. The first letter after M is F
- C. The first letter after M is N
- D. The first letter after M is C

*Spelling (19–33) — choose the correctly spelled word that matches the clue*

19. Which is the correctly spelled word meaning "absolutely needed; required"?

- A. neccessary
- B. necessary
- C. necessary
- D. necessery

**20.** Which is the correctly spelled word meaning "to provide room or space for"?

- A. acommodate
- B. accomodate
- C. accommodate
- D. accomadate

**21.** Which is the correctly spelled word meaning "set apart; not joined"?

- A. separate
- B. seperate
- C. seperete
- D. saparate

**22.** Which is the correctly spelled word meaning "without any doubt; certainly"?

- A. definitely
- B. definatly
- C. defintly
- D. definetly

**23.** Which is the correctly spelled word meaning "happened; took place"?

- A. occured
- B. occurred
- C. ocurred
- D. occureed

**24.** Which is the correctly spelled word meaning "a special right or advantage"?

- A. priviledge
- B. privilege
- C. privilage
- D. privelege

**25.** Which is the correctly spelled word meaning "the governing body of a state"?

- A. goverment
- B. government
- C. govenment
- D. government

**26.** Which is the correctly spelled word meaning "the act of keeping in good repair"?

- A. maintenance
- B. maintainance

- C. maintnance
- D. maintenence

**27.** Which is the correctly spelled word meaning "to advise or endorse"?

- A. recomend
- B. reccomend
- C. recommend
- D. recommmend

**28.** Which is the correctly spelled word meaning "to cause to feel awkward"?

- A. embarrass
- B. embarass
- C. embaras
- D. embarras

**29.** Which is the correctly spelled word meaning "the state of being"?

- A. existence
- B. existance
- C. existense
- D. exsistence

**30.** Which is the correctly spelled word meaning "a class or group of items"?

- A. catagory
- B. catagery
- C. category
- D. categary

**31.** Which is the correctly spelled word meaning "a chart of days and months"?

- A. calender
- B. calandar
- C. calendar
- D. calunder

**32.** Which is the correctly spelled word meaning "a commercial enterprise"?

- A. buisness
- B. business
- C. bussiness
- D. busness

**33.** Which is the correctly spelled word meaning "a plan of times for events"?

- A. schedual
- B. scheddule
- C. scedule
- D. schedule

**Alphabetizing and Filing (34–45)**

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

- A. Barlow, Eve
- B. Barrett, Eve
- C. Barron, Eve
- D. Barton, Eve

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

- A. Hardy, Sky
- B. Harmon, Sky
- C. Harper, Sky
- D. Harlow, Sky

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

- A. Mendez, Roy
- B. Mercer, Roy
- C. Merrill, Roy
- D. Meyer, Roy

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

- A. Dalton, Dot
- B. Daniels, Dot
- C. Davis, Dot
- D. Dawson, Dot

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

- A. Prentice, Cal
- B. Prescott, Cal
- C. Preston, Cal
- D. Price, Cal

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

- A. Van Allen, Ula
- B. Vance, Ula
- C. Vandyke, Ula
- D. Van Horn, Ula

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

- A. Fifth Gate Cafe
- B. Tate Books
- C. 8th Note Music
- D. Tower Realty

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

- A. Dodd, Ned
- B. Doan, Ned
- C. Dolan, Ned
- D. Doyle, Ned

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

- A. Cole, Bea
- B. Cole-Hart, Bea
- C. Coleman, Bea
- D. Coley, Bea

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

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

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

- A. Quigley, Cy
- B. Quincy, Cy
- C. Quinn, Cy
- D. Quirk, Cy

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

- A. Foley, Ada
- B. Forbes, Ada

- C. Forman, Ada
- D. Foster, Ada

***English Usage and Grammar (46–60)***

**46.** Which sentence is written correctly?

- A. The carton of folders were left in the hallway
- B. Each of the printers were checked this morning
- C. The clerk and the courier were both on time
- D. Neither of the keys were found after the search

**47.** Which sentence contains a grammatical error?

- A. The committee has issued its final report
- B. Everyone in the office has a name badge
- C. The set of files were stored in the cabinet
- D. Neither answer was right on the form

**48.** Which sentence uses commas correctly?

- A. The invoice which was overdue, has been paid
- B. The invoice, which was overdue, has been paid
- C. The invoice, which was overdue has been paid
- D. The invoice which, was overdue has been paid

**49.** Which sentence is correct?

- A. The badges were issued to she and the trainee
- B. The badges were issued to he and the trainee
- C. The badges were issued to she and I last week
- D. The badges were issued to him and the trainee

**50.** Which sentence uses the semicolon correctly?

- A. The copier broke; the clerk used the one upstairs
- B. The copier broke, the clerk used the one upstairs
- C. The copier broke; and the clerk used another one
- D. Although the copier broke; the work continued

**51.** Which sentence is written correctly?

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

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

- A. After the boxes were counted against the order
- B. The clerk verified the totals and filed the report
- C. Recording each delivery in the master log
- D. While the supervisor reviewed the weekly figures

**53.** Which sentence uses the correct word?

- A. The outage did not effect the filing deadline
- B. The change will effect every clerk next month
- C. The merger will effect the office by spring
- D. The upgrade had a clear effect on accuracy

**54.** Which sentence is punctuated correctly?

- A. After stamping the form the clerk, filed it away
- B. After stamping the form, the clerk filed it away
- C. After, stamping the form the clerk filed it away
- D. After stamping, the form the clerk filed it away

**55.** Which sentence is grammatically correct?

- A. The clerk and she sorted the incoming packages
- B. The clerk and her sorted the incoming packages
- C. Her and the clerk sorted the incoming packages
- D. The clerk sorted the packages with she helping

**56.** Which sentence contains a misplaced modifier?

- A. The clerk found the report, which was incomplete
- B. Left incomplete, the clerk returned the report
- C. Left incomplete, the report was returned for review
- D. The report, left incomplete, was set aside

**57.** Which sentence uses parallel structure correctly?

- A. The role covers sorting, to file, and answering calls
- B. The role covers sorting, filing, and answering calls
- C. The role covers to sort, filing, and answering calls
- D. The role covers sorting, filing, and to answer calls

58. Which sentence is correct?

- A. There were fewer complaints this week than last
- B. There was fewer complaints this week than last
- C. There were less complaints this week than last
- D. There was less complaints this week than last

59. Which sentence uses capitalization correctly?

- A. The notice was signed by Director Vance on Friday
- B. The notice was signed by director Vance on friday
- C. The Notice was signed by director vance on Friday
- D. the notice was signed by Director vance on Friday

60. Which sentence is written correctly?

- A. The clerk should of mailed the notice on Monday
- B. The clerk should have proofread the letter twice
- C. The clerk could of caught the error in review
- D. The clerk must of left the file in the back room

***Understanding Written Material (61–75)***

**Questions 61–63 are based on the following passage.**

*A clerk who handles incoming payments should issue a receipt for every one, even small amounts. A receipt gives the payer proof of payment and gives the office a matching record, so that any later question about whether a payment was made can be settled by comparing the two. Skipping a receipt to save time creates a gap that is difficult to close afterward.*

61. According to the passage, for which payments should a clerk issue a receipt?

- A. Only payments above a set amount
- B. Only payments made in cash
- C. Only payments the payer requests
- D. Every payment, even small amounts

62. Based on the passage, what does a receipt give the office?

- A. A way to avoid counting the payment
- B. Permission to deposit the funds

- C. A reason to delay processing
- D. A matching record of the payment

**63.** According to the passage, what does skipping a receipt create?

- A. A faster payment process overall
- B. A gap that is difficult to close afterward
- C. An automatic refund to the payer
- D. A duplicate entry in the ledger

**Questions 64–66 are based on the following passage.**

*The order in which tasks are done can matter as much as the tasks themselves. A clerk who prepares a document before gathering the information it requires will have to stop midway and start over once the missing data arrives. Gathering everything needed before beginning lets the work proceed without interruption from start to finish.*

**64.** What is the main idea of this passage?

- A. Documents should always be prepared twice
- B. Tasks should be divided among several clerks
- C. The order in which tasks are done can matter
- D. Information is less important than speed

**65.** According to the passage, what happens to a clerk who prepares a document before gathering its information?

- A. The clerk has to stop midway and start over
- B. The clerk finishes the work more quickly
- C. The clerk is reassigned to another task
- D. The clerk produces a more accurate document

**66.** Based on the passage, what does gathering everything needed beforehand allow?

- A. The task to be skipped entirely
- B. The work to proceed without interruption
- C. The document to be shortened
- D. Another clerk to take over the task

**Questions 67–69 are based on the following passage.**

*When correcting a colleague's error, a clerk should focus on the error itself rather than on the person who made it. Pointing out a mistake in a neutral, factual way makes it easy for the colleague to fix and move on. Framing the same correction as a personal failing invites defensiveness and makes future cooperation harder.*

67. According to the passage, what should a clerk focus on when correcting a colleague's error?

- A. The colleague's overall work record
- B. The reason the colleague was hired
- C. The error itself rather than the person
- D. The number of past mistakes made

68. Based on the passage, what does pointing out a mistake neutrally make easy?

- A. Avoiding the correction altogether
- B. For the colleague to fix it and move on
- C. Reporting the colleague to a supervisor
- D. Repeating the same mistake later

69. According to the passage, what does framing a correction as a personal failing invite?

- A. Defensiveness and harder future cooperation
- B. A faster correction of the error
- C. Praise from the supervisor
- D. A formal written apology

**Questions 70–72 are based on the following passage.**

*A clerk's handwriting on a shared record must be legible, because a note only the writer can read is of no use to anyone else. An entry that a colleague has to puzzle over, or worse, misreads, can introduce an error that travels through every step that follows. Clear writing the first time is faster than the back-and-forth that an unclear note creates.*

70. What is the main point of this passage?

- A. Shared records should be typed, never handwritten
- B. Only supervisors should write in shared records
- C. Handwriting on a shared record must be legible
- D. Most clerical notes are never read by others

71. According to the passage, what can a misread entry introduce?

- A. A delay in the office's mail delivery
- B. A duplicate copy of the record
- C. An error that travels through every following step
- D. A need to retrain the entire staff

72. Based on the passage, how is clear writing the first time described?

- A. As slower but more thorough
- B. As faster than the back-and-forth an unclear note creates

- C. As necessary only for legal records
- D. As a task best left to a supervisor

**Questions 73–75 are based on the following passage.**

*Following up is the step most often forgotten and most often needed. A request passed to another office, a question left with a supervisor, or a document sent for a signature can stall indefinitely if no one checks back on it. A brief note to follow up on pending items, reviewed regularly, keeps small tasks from quietly disappearing.*

- 73.** What is the main point of this passage?
- A. Pending items should be handled by one clerk alone
  - B. Most requests are resolved without any follow-up
  - C. Following up is often forgotten but often needed
  - D. Supervisors should track all pending items themselves
- 74.** According to the passage, what can happen to a request that no one checks back on?
- A. It is automatically completed by another office
  - B. It is removed from the clerk's duties
  - C. It is reassigned to a supervisor
  - D. It can stall indefinitely
- 75.** Based on the passage, what keeps small tasks from quietly disappearing?
- A. Assigning each task to two clerks
  - B. Refusing to accept new requests
  - C. Waiting for the other office to respond
  - D. A follow-up note reviewed regularly

**Record Keeping (76–90)**

**Questions 76–80 are based on the following table.**

Clerk	Week 1	Week 2	Week 3	Week 4
Amos	75	90	105	70
Bryce	95	85	100	110
Chen	120	125	115	130
Dunn	55	65	60	50

*(Table shows the number of entries posted by each clerk per week.)*

- 76.** How many entries did Bryce post in Week 3?

- A. Bryce posted 95 entries in Week 3
- B. Bryce posted 85 entries in Week 3
- C. Bryce posted 100 entries in Week 3
- D. Bryce posted 110 entries in Week 3

77. What was Amos's total number of entries posted over the four weeks?

- A. Amos posted 350 entries in total
- B. Amos posted 340 entries in total
- C. Amos posted 360 entries in total
- D. Amos posted 330 entries in total

78. Which clerk posted the most entries in Week 4?

- A. Amos posted the most in Week 4
- B. Bryce posted the most in Week 4
- C. Chen posted the most in Week 4
- D. Dunn posted the most in Week 4

79. What was Dunn's average number of entries posted per week?

- A. Dunn averaged 60 entries per week
- B. Dunn averaged 65 entries per week
- C. Dunn averaged 57.5 entries per week
- D. Dunn averaged 55 entries per week

80. In Week 1, how many entries were posted by all four clerks combined?

- A. The four clerks posted 345 entries in Week 1
- B. The four clerks posted 335 entries in Week 1
- C. The four clerks posted 355 entries in Week 1
- D. The four clerks posted 325 entries 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
<b>Beginning balance</b>	—	\$900
<b>Deposit</b>	+\$300	? (Row 1)
<b>Payment</b>	-\$500	? (Row 2)
<b>Deposit</b>	+\$200	? (Row 3)
<b>Payment</b>	-\$450	? (Row 4)

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

- A. The balance after Row 1 is \$900
- B. The balance after Row 1 is \$600
- C. The balance after Row 1 is \$1,200
- D. The balance after Row 1 is \$1,150

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

- A. The balance after Row 2 is \$800
- B. The balance after Row 2 is \$750
- C. The balance after Row 2 is \$650
- D. The balance after Row 2 is \$700

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

- A. The balance after Row 3 is \$800
- B. The balance after Row 3 is \$850
- C. The balance after Row 3 is \$950
- D. The balance after Row 3 is \$900

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

- A. The balance after Row 4 is \$450
- B. The balance after Row 4 is \$500
- C. The balance after Row 4 is \$400
- D. The balance after Row 4 is \$550

**85.** By how much did the ending balance differ from the beginning balance of \$900?

- A. The ending balance was \$450 lower
- B. The ending balance was \$350 lower
- C. The ending balance was \$550 lower
- D. The ending balance was unchanged

**Questions 86–90 are based on the following table.**

Region	Requests Received	Requests Filled
North	160	80
South	140	70
East	180	135
West	200	100

**86.** How many requests were received in the West region?

- A. The West region received 160 requests
- B. The West region received 140 requests

- C. The West region received 180 requests
- D. The West region received 200 requests

**87.** What was the total number of requests filled across all four regions?

- A. A total of 400 requests were filled
- B. A total of 385 requests were filled
- C. A total of 360 requests were filled
- D. A total of 420 requests were filled

**88.** In the North region, what percent of received requests were filled?

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

**89.** Which region received the most requests?

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

**90.** In the South region, how many more requests were received than were filled?

- A. The South had 50 more received than filled
- B. The South had 60 more received than filled
- C. The South had 80 more received than filled
- D. The South had 70 more received than filled

*Using a Directory (91–100)*

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

DIRECTORY:

Name	Rm. No.	Ext.
Adams, Tess	1201	5901
Blair, Cody	1203	5902
Crane, Vera	1205	5903
Doss, Lyle	1207	5904
Ervin, Nita	1209	5905
Frye, Marc	1211	5906

<b>Gomez, Lana</b>	1213	5907
<b>Hyde, Rex</b>	1215	5908

LIST OF CHANGES:

- All calls for persons not listed in the directory should be referred to Vera Crane.
- Cody Blair is on leave; his calls should be referred to Marc Frye.
- Nita Ervin has moved to room 1220, and her extension is now 5950.

**91.** A call comes in for Cody Blair. To whom should it be referred?

- A. The call should be referred to Marc Frye
- B. The call should go to Cody Blair in room 1203
- C. The call should be referred to Vera Crane
- D. The call should be referred to Lyle Doss

**92.** What is the extension for Tess Adams?

- A. Tess Adams's extension is 5901
- B. Tess Adams's extension is 5902
- C. Tess Adams's extension is 5903
- D. Tess Adams's extension is 5904

**93.** After her move, what is Nita Ervin's room number?

- A. Nita Ervin is now in room 1209
- B. Nita Ervin is now in room 1211
- C. Nita Ervin is now in room 1213
- D. Nita Ervin is now in room 1220

**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 Hyde, Rex
- B. The call should be referred to Vera Crane
- C. The call should be referred to Marc Frye
- D. The call should be referred to Adams, Tess

**95.** Which person is located in room 1207?

- A. Room 1207 belongs to Ervin, Nita
- B. Room 1207 belongs to Crane, Vera
- C. Room 1207 belongs to Frye, Marc
- D. Room 1207 belongs to Doss, Lyle

**96.** After the change to her extension, a call for Nita Ervin should be directed to which extension?

- A. The call should go to extension 5905
- B. The call should go to extension 5906
- C. The call should go to extension 5907
- D. The call should go to extension 5950

**97.** What is the extension for Lana Gomez?

- A. Lana Gomez's extension is 5906
- B. Lana Gomez's extension is 5907
- C. Lana Gomez's extension is 5908
- D. Lana Gomez's extension is 5905

**98.** A caller asks for Marc Frye's room number. What is it?

- A. Marc Frye is in room 1205
- B. Marc Frye is in room 1207
- C. Marc Frye is in room 1209
- D. Marc Frye is in room 1211

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

- A. Extension 5902, for Cody Blair
- B. Extension 5903, for Vera Crane
- C. Extension 5901, for Tess Adams
- D. Extension 5906, for Marc Frye

**100.** A caller asks to reach Rex Hyde directly. What is the extension?

- A. Rex Hyde's extension is 5906
- B. Rex Hyde's extension is 5908
- C. Rex Hyde's extension is 5907
- D. Rex Hyde's extension is 5905

## PRACTICE EXAM 11: ANSWER KEY AND EXPLANATIONS

1. B — Two pairs match exactly (RQXBM and KPDFW); the other two each contain a transposition (57913/57931 and 80426/80462). Compare character by character and stop at the first difference. Catching transposed characters is the core verification skill.
2. D — Three pairs match exactly; only MQTR versus MQRT 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 — N is six letters after H, so the answer is six letters after C: 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. A — PRINT contains four consonants, P, R, N, and T, with I as the only vowel. Separate consonants from vowels and count only the consonants. Careful letter classification prevents miscounts.
5. A — The positions N=14, E=5, S=19, T=20 sum to 58. Translate each letter to its number and add, writing values down to avoid slips. Letter-to-number conversion is a standard operation.
6. C — Two pairs are NOT alike: KQML/KMQL and RPTV/RPVT, each a transposition; the other two match. Read the condition carefully—the question asks how many differ. Answering the exact question asked prevents reversed answers.
7. A — The digit 6 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 (N, P), the second letter is P. Confirm the counting direction before answering. Position counting under a stated direction is a basic skill.
9. C — All six words contain "o" more than once: Boot, loop, goon, room, mood, and pool. Check each word individually for a repeated letter. Word-by-word checking is the disciplined method.
10. A — Four positions after B, E, and K gives F, I, and O respectively. Apply the same shift to each letter. Consistent letter-shifting answers coding-style items.
11. C — The pair "CD" appears three times in the listed groups; the "DC" 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. D — In a seven-digit number, the middle is the fourth position, which holds 2. Identify the center position by count, not by value. Positional location is a basic operation.
13. D — Numbering backward, Z=1 through C gives  $26 - 2 = 24$ . Apply the reverse mapping carefully. Reverse-alphabet reasoning tests flexible letter-position knowledge.
14. C — Reading without overlap, "8 2 6" appears three complete times before the trailing 8. Segment the string into non-overlapping blocks. Recognizing repeated sequences is a pattern skill.
15. D — The group W2X4Y6Z contains three digits: 2, 4, and 6. Separate digits from letters and count only the digits. Character classification is simple but error-prone.
16. D — In PEPPER, P appears exactly three times, while E appears twice. Tally each distinct letter. Frequency counting tests careful enumeration.
17. A — An odd digit immediately precedes an even digit five times: 3-2, 5-4, 7-6, 9-8, and 1-0. Check each adjacent pair against both conditions. Adjacency-with-condition counting is a recurring format.
18. C — Reading left to right, the first letter that falls alphabetically after M is N (F, C precede M, and N follows; B, R, A come later). Scan in order and stop at the first qualifying letter. Combining order with a threshold is a standard task.

19. B — "Necessary" is the correct spelling, with one c and two s's. The other choices add a stray c or alter the ending. Necessary's single-c, double-s pattern is a frequent stumbling point.
20. C — "Accommodate" is correct, with two c's and two m's. The other choices drop one of the doublings. Accommodate is one of the most misspelled business words.
21. A — "Separate" is correct, with "par" in the middle. The other choices substitute an e for the a. Separate is misled by its pronunciation.
22. A — "Definitely" is correct, built on the root "finite." The other choices substitute an a or drop a letter. Definitely is among the most frequently misspelled words.
23. B — "Occurred" is correct, doubling both the c and the r. The other choices drop one of the doubled letters. The doubled-consonant rule governs occurred.
24. B — "Privilege" is correct: no d, the -ilege root. The other choices insert a phantom d or alter the vowels. Privilege is commonly misspelled by adding "d."
25. D — "Government" is correct, keeping the silent n after "gover." The other choices drop or transpose letters. The hidden n is the letter careless spellers drop.
26. A — "Maintenance" is correct, spelled -tenance. The other choices import the spelling of "maintain" or drop a letter. Maintenance is a commonly misspelled business word.
27. C — "Recommend" is correct: one c, two m's. The other choices double the c or add an m. Recommend's single-c, double-m pattern is a common error.
28. A — "Embarrass" is correct, with two r's and two s's. The other choices drop one of the doubled letters. Embarrass is a classic double-double-letter word.
29. A — "Existence" is correct, ending in -ence. The other choices use -ance or -ense. The -ence ending governs this word.
30. C — "Category" is correct, spelled cat-e-gory. The other choices swap the middle vowels. The internal vowel sequence is the feature most often missed.
31. C — "Calendar" is correct, ending in -ar. The other choices alter the internal or final vowels. Calendar is misspelled by ending it in -er.
32. B — "Business" is correct, with the hidden i after "bus." The other choices drop or rearrange letters. The silent i is the feature most often missed.
33. D — "Schedule" is correct, spelled sched-ule. The other choices reorder or double letters. The -ule ending is the feature most often missed.
34. A — Barlow files first: among Barlow, Barrett, Barron, Barton, "barl" precedes "barr" and "bart" at the fourth letter. Compare unit by unit to the first difference. This is the foundational alphabetizing method.
35. D — Harlow files second: the order is Hardy, Harlow, Harmon, Harper (after "har," compare d, l, m, p). The first point of difference decides order. Counting to the requested position gives the answer.
36. C — Merrill files third: the order is Mendez, Mercer, Merrill, Meyer (after "me," compare n, then the "mer-" names by the fourth letter: c, r, then "mey"). Careful letter comparison settles closely spaced names.
37. D — Dawson files last: the order is Dalton, Daniels, Davis, Dawson (after "da," compare l, n, v, w). The third letter ranks the names. Methodical comparison places the final name.
38. A — Prentice files first: among Prentice, Prescott, Preston, Price, the "pre-" names precede "pri," and "pren" precedes "pres." Compare to the first difference. The fourth letter governs the "pre-" names.

39. C — Vandyke files third: treating each prefix as part of the surname, the order is Van Allen, Vance, Vandyke, Van Horn (vanallen, vance, vandyke, vanhorn). After "van," compare a, c, d, h. Spaces in the prefix are ignored.
40. B — Tate Books files third: with numbers spelled out, the order is 8th Note (Eighth), Fifth Gate, Tate, Tower. "Eighth" and "Fifth" file first, then "Tate" precedes "Tower." Numbers are filed as if written in words.
41. A — Dodd files second: the order is Doan, Dodd, Dolan, Doyle (after "do," compare a, d, l, y). The third letter ranks the names. Counting to the second slot avoids a position error.
42. C — Coleman files third: treating the hyphenated name as one unit, the order is Cole, Cole-Hart, Coleman, Coley (cole, colehart, coleman, coley). "Cole" alone files first, then "colehart" precedes "coleman." Hyphenated names index as a continuous unit.
43. C — Walden files first: among Walden, Walker, Walsh, Walton, "wald" precedes "walk," "wals," and "walt" at the fourth letter. Compare to the first difference. The fourth letter governs these W-names.
44. D — Quirk files last: the order is Quigley, Quincy, Quinn, Quirk (after "qui," compare g, n, n, r; "quir" comes after the "quin-" names). The fourth letter ranks Quirk last. Methodical comparison places the final name.
45. B — Forbes files second: the order is Foley, Forbes, Forman, Foster (after "fo," compare l, then the "for-" names by the fourth letter, then "fos"). Counting to the second slot gives the answer.
46. C — "The clerk and the courier were both on time" is correct: a compound subject joined by "and" is plural and takes "were." The other choices mismatch a singular subject ("carton," "each," "neither") with a plural verb. Matching the verb to the true subject is the most-tested usage rule.
47. C — "The set of files were stored in the cabinet" contains the error: the singular subject "set" requires "was." The phrase "of files" is a distraction. Identifying the true subject across an intervening phrase is essential.
48. B — "The invoice, which was overdue, has been paid" correctly brackets the nonrestrictive clause with paired commas. The other versions omit or misplace a comma. Nonrestrictive clauses take commas on both sides.
49. D — "Issued to him and the trainee" is correct: "him" 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. A — "The copier broke; the clerk used the one upstairs" 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. B — "The staff finished their reports 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 verified the totals and filed the report" is a complete sentence with subject, verb, and full thought. The other choices are dependent fragments. Recognizing complete sentences distinguishes them from fragments.
53. D — "Had a clear effect on accuracy" 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 stamping the form, the clerk filed it away" correctly places a comma after the introductory phrase. The other versions misplace the comma. A comma follows an introductory phrase.

55. A — "The clerk and she sorted the incoming packages" 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. B — "Left incomplete, the clerk returned the report" contains a misplaced (dangling) modifier, since the clerk was not left incomplete. The modifier should describe the report. Misplaced modifiers are a favored error type.
57. B — "Sorting, filing, and answering calls" uses parallel -ing forms throughout. The other versions mix infinitives with gerunds. Parallel structure requires matching grammatical forms in a series.
58. A — "There were fewer complaints this week than last" is correct: "fewer" for countable nouns and the plural "were." "Less" is for uncountable quantities. The fewer/less distinction is regularly tested.
59. A — "The notice was signed by Director Vance on Friday" 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. B — "The clerk should have proofread the letter twice" 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 issue a receipt for every payment, even small amounts, as stated. The other limits contradict the passage. Reading the stated rule answers the question.
62. D — A receipt gives the office a matching record of the payment, per the passage. The other options are not mentioned. The stated benefit is the answer.
63. B — Skipping a receipt creates a gap that is difficult to close afterward, as stated. The other outcomes are unsupported. The stated consequence answers the question.
64. C — The main idea is that the order in which tasks are done can matter, developed throughout the passage. The other choices distort the message. Identifying the central idea distinguishes it from details.
65. A — A clerk who prepares a document before gathering its information has to stop midway and start over, as stated. The other outcomes contradict the passage. The stated consequence is the answer.
66. B — Gathering everything needed beforehand lets the work proceed without interruption, per the passage. The other outcomes are unsupported. The stated benefit answers the question.
67. C — A clerk should focus on the error itself rather than the person, as stated. The other focuses contradict the passage. The stated principle is the answer.
68. B — Pointing out a mistake neutrally makes it easy for the colleague to fix it and move on, per the passage. The other outcomes are unsupported. The stated benefit answers the question.
69. A — Framing a correction as a personal failing invites defensiveness and harder future cooperation, as stated. The other outcomes contradict the passage. The stated consequence is the answer.
70. C — The main point is that handwriting on a shared record must be legible, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
71. C — A misread entry can introduce an error that travels through every following step, per the passage. The other outcomes are unsupported. The stated consequence answers the question.
72. B — Clear writing the first time is described as faster than the back-and-forth an unclear note creates, as stated. The other descriptions contradict the passage. The stated characterization is the answer.

73. C — The main point is that following up is often forgotten but often needed, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
74. D — A request that no one checks back on can stall indefinitely, per the passage. The other outcomes are unsupported. The stated consequence answers the question.
75. D — A follow-up note reviewed regularly keeps small tasks from quietly disappearing, as stated. The other options contradict the passage. The stated safeguard is the answer.
76. C — Bryce posted 100 entries in Week 3, read at the Bryce-row, Week 3-column intersection. Locate the correct cell. Accurate table reading is foundational.
77. B — Amos's total is  $75 + 90 + 105 + 70 = 340$  entries. Sum every value in Amos's row. Row totaling is a basic record-keeping task.
78. C — Chen posted the most in Week 4, with 130, exceeding Amos (70), Bryce (110), and Dunn (50). Compare the Week 4 column. Finding a column maximum is a standard comparison.
79. C — Dunn's average is  $(55 + 65 + 60 + 50) = 230 \div 4 = 57.5$  entries 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  $75 + 95 + 120 + 55 = 345$  entries. Add the Week 1 value from each row. Summing a column is a routine task.
81. C — Starting from \$900, the first deposit of \$300 gives a running balance of \$1,200. Apply each transaction in order. Sequential updating is the running-balance method.
82. D — From \$1,200, the payment of \$500 reduces the balance to \$700. Subtract the payment from the prior balance. Each step builds on the one before.
83. D — From \$700, the second deposit of \$200 raises the balance to \$900. Carry the prior balance forward and add. Processing transactions in order prevents errors.
84. A — From \$900, the final payment of \$450 brings the balance to \$450. Subtract the payment from the prior balance. The ending figure depends on every prior step.
85. A — The ending balance of \$450 is \$450 lower than the beginning balance of \$900. Subtract the ending from the beginning. Comparing endpoints summarizes the net change.
86. D — The West region received 200 requests, read from the Received column of the West row. Locate the correct cell. Direct table lookup answers the question.
87. B — Total filled is  $80 + 70 + 135 + 100 = 385$  requests. Sum the Filled column. Column totaling is a routine calculation.
88. A — In the North, 80 of 160 received were filled:  $80 \div 160 = 50$  percent. Divide filled by received and convert. The "what percent of" calculation is a key skill.
89. C — The West received the most, at 200, exceeding North (160), South (140), and East (180). Compare the Received column for the maximum. Identifying the highest value is a basic comparison.
90. D — The South received 70 more than were filled:  $140 - 70 = 70$ . Subtract filled from received. Simple subtraction answers the difference question.
91. A — A call for Cody Blair is referred to Marc Frye, per the change noting Blair is on leave. Apply the referral rather than routing to Blair. Following referral changes is a core directory skill.
92. A — Tess Adams's extension is 5901, 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, Nita Ervin is in room 1220, per the change. Apply the updated room number, not the original 1209. Answering against the updated directory is essential.
94. B — A call for Dana Webb, who is unlisted, is referred to Vera Crane under the catch-all rule. Confirm the name is absent, then apply the rule. The catch-all rule governs unlisted names.

95. D — Room 1207 belongs to Lyle Doss, matched from the room column. Search the room column for 1207. Reverse lookup by room is a standard task.
96. D — After the change, a call for Nita Ervin goes to extension 5950, replacing the original 5905. Apply the listed change before answering. Using the current extension is the point.
97. B — Lana Gomez's extension is 5907, read from her entry, which no change affects. Locate the correct extension cell. Accurate lookup answers the question.
98. D — Marc Frye is in room 1211, 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. D — A call for Cody Blair is referred to Marc Frye, whose extension is 5906. Follow the referral, then read the referred person's extension. Chaining a referral to a lookup is a multi-step task.
100. B — Rex Hyde's extension is 5908, read directly from his entry. No change affects it. A direct lookup yields the extension.