

# PRACTICE EXAM 15: STATION AGENT SIMULATION

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**100 questions. Suggested time limit: 1 hour 30 minutes. Choose the single best answer for each question. A numeric-only calculator is permitted.**

1. Read all eleven passages and answer the question that follows.

Passage P: "A station's safety depends on prompt observation."

Passage Q: "A station's safety depends on accurate reporting of what is observed."

Passage R: "A station's safety depends on timely action that follows accurate reports."

Passage S: "A station's safety depends on the discipline to repeat all three across every shift."

Passage T: "A station's safety depends on verification that each action was carried out."

Passage U: "A station's safety depends on the review of verified actions for future learning."

Passage V: "A station's safety depends on the sharing of lessons across the station team."

Passage W: "A station's safety depends on training that turns shared lessons into reliable habits."

Passage X: "A station's safety depends on the audit that confirms training has produced the intended habits."

Passage Y: "A station's safety depends on the renewal of practices when the audit reveals gaps."

Passage Z: "A station's safety depends on the leadership that holds the entire cycle accountable."

Together, the eleven passages most strongly support that station safety depends on:

- A. Observation only, with reporting and any later leadership treated as optional
- B. Reporting alone, with no need for prior observation or any later leadership
- C. Observation, reporting, action, repetition, verification, review, sharing, training, audit, renewal, and leadership
- D. Training of staff only, with observation and any leadership treated as extras

2. A bulletin reads: "Any of the following three conditions, if failing, denies a refund: the fare was charged in error, the customer has not yet exited the station, and no other working payment method exists." A customer requests a refund. The fare was charged in error and the customer has no other working payment method available, but the customer has already exited the station. Which single failing condition denies the refund?

- A. The customer has already exited the station before requesting the refund
- B. The fare was charged in error and was confirmed at the booth window
- C. The customer arrived at the booth less than ten minutes after the error
- D. The customer has no other working payment method available right now

3. Choose the words that best complete the sentence: "\_\_\_\_\_ the platform was crowded, the agent kept customers moving steadily, \_\_\_\_\_ no bottleneck would form near the stairs."

- A. Because / despite
- B. Unless / although
- C. Although / so that
- D. Therefore / however

4. A rule states: "An agent denies a courtesy re-entry unless the customer's fare error has been confirmed, except if the customer has a working payment method available, in which case the courtesy is denied regardless." A customer's fare error has been confirmed, but the customer has a working contactless payment available. According to the rule, the agent should:

- A. Grant the courtesy because the confirmed error overrides every other condition
- B. Wait for the customer to attempt the contactless payment first
- C. Refer the customer to a separate complaint line at the station
- D. Deny the courtesy because the working payment method denies it regardless

5. A notice reads: "The northbound entrance closes Saturday from 10:00 PM to Sunday 5:00 AM for emergency repairs. Customers should use the southbound entrance during that window; if the southbound entrance is also closed, customers should use the side service door." On Sunday at 3:00 AM, the southbound entrance is also closed. A customer should:

- A. Wait until 5:00 AM, when the northbound entrance reopens
- B. Walk to a different station entirely for the duration of the closure
- C. Enter through the northbound entrance despite the closure notice
- D. Use the side service door, since both main entrances are closed

6. Which sentence is grammatically correct?

- A. Each of the customers was waiting on the proper platform side today
- B. Each of the customers are waiting on the proper platform side today
- C. Each of the customers have been waiting on the proper platform side
- D. Each of the customers were waiting on the proper platform side today

7. A rule states: "Three conditions must all hold to grant a courtesy re-entry: the fare error was confirmed within five minutes, the customer has not exited, and no other working payment method exists." A customer's fare error was confirmed within three minutes; the customer has no other working payment method; the customer has already exited and re-entered the station. Which single failing condition denies the re-entry?

- A. The fare error was confirmed within the five-minute time limit
- B. The customer has no other working payment method available
- C. The customer paid with cash earlier in the morning at a different gate
- D. The customer has already exited the station and re-entered today

8. Read all eleven passages and answer the question that follows.

Passage P: "Customers value courteous treatment."

Passage Q: "Customers value accurate information."

Passage R: "Customers value a clear next step."

Passage S: "Customers value patience under pressure."

Passage T: "Customers value follow-through that confirms the next step was understood."

Passage U: "Customers value consistency in how they are treated across each visit."

Passage V: "Customers value visible attention from the agent at the booth window."

Passage W: "Customers value clear acknowledgment when they reach the front of a line."

Passage X: "Customers value an honest answer when the agent does not yet know the answer."

Passage Y: "Customers value a closing summary that recaps what was decided in the conversation."

Passage Z: "Customers value an open door to return if more questions arise after they leave."

Together, the passages most strongly support that strong customer service requires:

- A. Courtesy alone, with accuracy and an open door treated as optional
- B. Accuracy alone, regardless of the tone of the interaction with the customer
- C. A clear next step alone, with courtesy treated as a routine extra
- D. Courtesy, accuracy, next step, patience, follow-through, consistency, attention, acknowledgment, honesty, closing summary, and open door

9. Choose the sentence that uses the correct word.

- A. The customer brought less bags through the turnstile than expected today
- B. The customer brought lesser bags through the turnstile than expected today
- C. The customer brought fewer bags through the turnstile than expected today
- D. The customer brought few of bags through the turnstile than expected today

10. Which sentence uses parallel structure correctly?

- A. The agent greeted customers, answered questions, and logged defects
- B. The agent greeting customers, answers questions, and logged defects
- C. The agent greets customers, was answering questions, and logged defects
- D. The agent greeted customers, was answering questions, and to log defects

11. A bulletin reads: "Off-peak fares apply weekdays from 10:00 AM to 3:30 PM and weekends from 6:00 AM to 8:00 PM, except on declared holidays, when off-peak fares apply all day, unless the holiday is also an event day, in which case peak fares apply system-wide regardless." Which of the following would NOT result in off-peak fares?

- A. A declared holiday on a Saturday with no event status that day
- B. A declared holiday on a Tuesday with no event status that day
- C. A declared holiday on a Sunday with no event status that day
- D. A declared holiday that is also a declared event day on the same date

12. Choose the word that best completes the sentence: "Customers gather near the front of the platform during the morning rush; \_\_\_\_\_, the rear cars often leave the station only partially full."

- A. nevertheless

- B. similarly
- C. otherwise
- D. consequently

13. Read all eleven passages and answer the question that follows.

Passage P: "Calmness in the agent steadies anxious customers."

Passage Q: "Brevity in the agent's words keeps the message memorable."

Passage R: "Clarity in the agent's words prevents misunderstandings."

Passage S: "Patience in the agent's manner gives space for understanding to land."

Passage T: "Consistency in the agent's approach builds trust across many interactions."

Passage U: "Presence in the agent's posture signals readiness to help."

Passage V: "Warmth in the agent's tone invites the customer to ask freely."

Passage W: "Respect in the agent's words affirms the customer's standing as a person."

Passage X: "Listening before speaking shows the agent values what the customer just said."

Passage Y: "Confirming back in the agent's reply demonstrates the message was received accurately."

Passage Z: "Curiosity in the agent's manner shows real interest in the customer's situation."

The eleven passages together suggest that an effective communicating agent practices:

- A. Brevity at the expense of calmness when crowds become anxious in the station
- B. Clarity that overrides calmness and patience in any difficult interaction
- C. Calmness, brevity, clarity, patience, consistency, presence, warmth, respect, listening, confirming back, and curiosity
- D. Calmness only, with brevity, clarity, patience, and curiosity treated as optional

14. Choose the sentence that uses the correct word.

- A. The agent ensured every customer received an accurate fare receipt today
- B. The agent assured every customer received an accurate fare receipt today
- C. The agent insured every customer received an accurate fare receipt today
- D. The agent endured every customer received an accurate fare receipt today

15. A bulletin reads: "Customers should add five minutes to their usual trip during construction, ten minutes during event days, and fifteen minutes during a declared service disruption; if multiple conditions apply at once, only the longest applies." On a declared service disruption that is also an event day, customers should add:

- A. Twenty-five minutes, the sum of disruption and event-day allowances
- B. Ten minutes, the event-day allowance overriding the disruption rule
- C. Five minutes, the construction allowance as the default value
- D. Fifteen minutes, the longest applicable allowance under the rule

16. Which sentence avoids ambiguous pronoun reference?

- A. When she finished it, the supervisor reviewed it carefully right away
- B. When she finished the report, the supervisor reviewed it carefully soon

- C. When the agent finished the report, the supervisor reviewed it carefully
- D. When they finished, they reviewed it carefully and filed it after

17. A policy reads: "All of the following are grounds to escalate a complaint to a supervisor EXCEPT a routine question that can be answered at the booth: a safety concern, a confirmed double charge the agent cannot reverse, or a dissatisfied customer after an attempt to resolve has been made." Which is NOT a basis for escalation under the policy?

- A. A routine fare question the agent answers at the booth directly
- B. A safety concern reported by a customer at the booth window
- C. A confirmed double charge the agent cannot reverse at the booth alone
- D. A dissatisfied customer after a direct resolution attempt has failed

18. Choose the words that best complete the sentence: "\_\_\_\_\_ the elevator was out of service, the agent posted a notice at the entrance and at the booth, \_\_\_\_\_ no customer would arrive at the platform unprepared."

- A. Therefore / however
- B. Although / despite
- C. Unless / because
- D. Because / so that

19. Read all eleven passages and answer the question that follows.

Passage P: "An incident report records what the agent observed."

Passage Q: "An incident report records the order in which events happened."

Passage R: "An incident report records the location and the exact time."

Passage S: "An incident report omits guesses and conclusions about cause."

Passage T: "An incident report names the people involved and any witnesses present."

Passage U: "An incident report identifies what the agent did in response."

Passage V: "An incident report records what action remains for follow-up."

Passage W: "An incident report ends with the agent's signature confirming accuracy."

Passage X: "An incident report includes the date and shift in which the events occurred."

Passage Y: "An incident report attaches any photographs or evidence the agent collected."

Passage Z: "An incident report notes whether any equipment was involved in the incident."

The eleven passages together support that a usable incident report must include:

- A. The order of events and time only, with no location or omissions noted at all
- B. Suspicions about cause alongside observations and timing details together
- C. Only the location and time, since order and observation may shift later
- D. Observations, sequence, location and time, omissions, people, response, follow-up, signature, date with shift, evidence, and equipment notes

20. Which sentence is punctuated correctly?

- A. The train arrived and the platform cleared the agent locked the booth

- B. The train arrived, and the platform cleared the agent, locked the booth
- C. The train arrived; and the platform cleared, the agent locked the booth
- D. The train arrived, and the platform cleared; the agent locked the booth

21. A rule states: "An agent denies a delayed-train credit unless the recorded delay exceeded ten minutes, except if the customer's report contradicts the recorded delay, in which case the credit is denied regardless." A customer requests a credit; the recorded delay was fifteen minutes; the customer's report contradicts the recorded delay. According to the rule, the agent should:

- A. Deny the credit because the customer's report contradicts the recorded delay
- B. Grant the credit because the recorded delay exceeded the ten-minute limit
- C. Refer the customer to a separate complaint line for contradicting reports
- D. Wait for the customer to revise the report before deciding the credit

22. An agent notices: the booth's printer has stopped producing receipts, the rest of the booth equipment works, and a colleague mentioned a printer technician was called in earlier today. The most reasonable conclusion is that:

- A. The booth's electrical system has failed completely across all equipment
- B. The booth equipment is operating normally despite the lack of receipts
- C. Scheduled printer service is the likely cause of the silence today
- D. A customer has tampered with the printer to stop the receipts somehow

23. A rule states: "An agent issues a courtesy re-entry only when the fare error was confirmed within five minutes, the customer has not exited, and no other working payment method exists, except during a declared service disruption, when the time condition is waived but the other two conditions still apply." During a declared service disruption, a fare error was confirmed within ten minutes; the customer remained inside the station; the customer has no other working payment method. According to the rule, the agent should:

- A. Refuse the re-entry because the five-minute condition was missed
- B. Refuse the re-entry because re-entries never apply during a service disruption
- C. Grant the courtesy re-entry because the disruption waives the time condition
- D. Grant the re-entry only if the customer pays a partial replacement fare

24. An agent observes: ridership at the station drops sharply on every Federal holiday, drops moderately on observed-only holidays, and stays normal on regular weekdays. On the morning of an upcoming Federal holiday, the agent can reasonably expect ridership to:

- A. Drop sharply, consistent with the established Federal-holiday pattern
- B. Stay normal, the same as a regular weekday morning at the station
- C. Spike higher than a regular weekday because of holiday traffic
- D. Drop moderately, matching the observed-only holiday pattern instead

25. Three rules apply in this priority order: customer safety first, then declared service disruptions, then routine customer service, then administrative records. An agent updating administrative records sees a

customer slip near a wet step while a declared service disruption notice still needs posting and other customers wait at the booth. According to the priority order, the agent should:

- A. Address the slip near the wet step first as a safety concern
- B. Finish updating the administrative records before responding at all
- C. Post the declared service disruption notice before attending the slip
- D. Serve the customers waiting at the booth before any other action

26. A rule states: "On crowded platforms, agents may close gates feeding the platform; gates remain closed only as long as crowd density warrants, and never longer than thirty minutes without supervisor approval." Which action would NOT be permitted by the rule?

- A. Closing a gate when crowd density first surges suddenly without warning
- B. Reopening a gate once crowd density has finally subsided to safe levels
- C. Keeping a gate closed for fifty minutes with no supervisor approval at all
- D. Closing a gate during a period of increasing platform congestion

27. An agent observes that whenever a major game ends at the nearby stadium, station traffic spikes for two hours after the final whistle and remains above normal for a third hour. Based on this pattern, three hours after a major game ends, the agent can reasonably expect station traffic to be:

- A. Spiking sharply higher than during the first two hours after the game
- B. Still above the normal level but tapering toward normal
- C. Already returned to a normal off-peak weekday level entirely
- D. Lower than the normal level for an extended off-peak period afterward

28. A rule states: "An agent accepts lost items and logs them within fifteen minutes; if the item appears valuable, the agent calls a supervisor before logging, except during a declared emergency, when the agent secures the item and logs it later, regardless of value." During a declared emergency, a customer turns in a wallet that appears valuable. According to the rule, the agent should:

- A. Secure the wallet and log it later, regardless of its apparent value
- B. Call a supervisor immediately before securing the wallet at all
- C. Refuse to take the wallet until the emergency has fully ended later
- D. Wait until the end of the shift to log the wallet at all

29. An agent observes that whenever the elevator is out of service, complaints about long lines at the accessibility gate rise sharply. Based on this pattern, when the elevator is in service, the agent can reasonably expect:

- A. Higher complaint rates than during the elevator outages overall
- B. Fewer complaints about accessibility-gate lines than during outages
- C. Identical complaint rates regardless of the elevator's status
- D. Complaints unrelated to the elevator's status entirely overall

30. An agent notices an unusual chemical smell near a stairwell, several customers covering their faces, and a faint hissing sound from a panel below the steps. Considering only the recognition step, the agent should first conclude:

- A. The conditions are entirely normal for a station at this hour today
- B. A potential leak or hazardous condition is developing here right now
- C. The customers covering their faces are simply tired riders today
- D. The hissing panel is unrelated to the smell and is routine

31. A rule states: "Fare disputes are resolved at the booth when the issue can be confirmed on the spot; otherwise the customer is given a written reference number and directed to customer service, except when the dispute concerns an obvious double charge visible in the agent's records, in which case the agent resolves it at the booth regardless." A customer disputes a charge that cannot be confirmed at the booth and is not visible as a double charge in the records. According to the rule, the agent should:

- A. Resolve the dispute immediately by waiving the charge personally
- B. Hold the customer at the booth until the issue is somehow confirmed
- C. Issue a written reference number and direct the customer to customer service
- D. Tell the customer there is no procedure for unconfirmed disputes available

32. Considering only the recognition of a problem, which observation most clearly signals something is wrong?

- A. The arrival board updates normally with the next two trains shown clearly
- B. The platform is filling far faster than the arriving trains can clear it
- C. Customers tap their cards and pass through the turnstiles freely as usual
- D. The booth's lighting is steady and at its usual brightness level today

33. A rule states: "An agent grants step-free assistance whenever an elevator or escalator is unavailable to a customer who needs step-free access; if both are unavailable and the agent cannot leave the booth, the agent calls for assistance and posts a notice; if both are unavailable and the agent can leave the booth, the agent assists personally." Which action would NOT be consistent with the rule?

- A. Granting assistance when only the elevator is unavailable to the customer
- B. Calling for assistance when both are unavailable and the agent cannot leave
- C. Refusing assistance because both the elevator and escalator are unavailable
- D. Assisting personally when both are unavailable and the agent can leave the booth

34. An agent notices that lost-card reports cluster heavily at the end of school days but rarely on holidays or weekends. The most reasonable conclusion is that:

- A. Lost-card reports happen evenly throughout the year regardless of day
- B. Holidays cause more cards to be lost across the entire system overall
- C. End-of-school activity is likely associated with more lost cards
- D. Weekends consistently see more lost cards than school days do

35. A rule states: "An agent reports any defect to the maintenance desk during the same shift; safety-critical defects are reported immediately by radio, except during a declared emergency, when only the emergency itself is communicated and defects are logged after the emergency ends." Which is NOT consistent with the rule?

- A. Reporting a non-critical defect to the maintenance desk by shift's end
- B. Reporting a safety-critical defect immediately by radio in normal operations
- C. Logging a defect noticed during a declared emergency after the emergency ends
- D. Reporting a safety-critical defect by radio during a declared emergency

36. An agent observes: the PA system has been silent for thirty minutes, a "test in progress" notice is posted at the booth, and a colleague said the audio team was running checks today. The most reasonable conclusion is that:

- A. The PA system has failed permanently and cannot be restored at all
- B. Customers are tampering with the PA system from the platform
- C. Scheduled audio testing is most likely causing the silence today
- D. The silence has no relationship to any testing activity in the station

37. Which is the earliest indication that boarding flow is beginning to break down at a single train door?

- A. Trains arrive and depart on the platform on their posted schedule
- B. Customers begin bunching at one door while other doors stand empty
- C. The platform holds a moderate, evenly distributed crowd as usual
- D. Boarding announcements play clearly at their usual intervals

38. A rule states: "An agent issues a delayed-train credit when a train was delayed more than ten minutes, the customer requests the credit before leaving the platform, and the customer can describe the delay accurately, except during a declared service disruption, when the platform condition is waived but the other two conditions still apply." During a declared service disruption, a customer requests a credit after leaving the platform; the delay was fifteen minutes, and the customer described it accurately. According to the rule, the agent should:

- A. Deny the credit because the platform condition is never waived
- B. Grant the credit only if a supervisor signs off on it personally first
- C. Grant the credit because the disruption waives the platform condition
- D. Grant the credit only if the customer pays a partial replacement fare

39. An agent simultaneously sees: a routine fare question, a maintenance log due soon, water dripping onto a live electrical box, and a customer requesting directions. Which should the agent address first?

- A. The water dripping onto the live electrical box, an immediate hazard
- B. The fare question, since it can be answered very quickly indeed
- C. The maintenance log, since it has a fast-approaching deadline today
- D. The directions request, since it is simple to handle quickly today

40. A rule states: "Customers may not enter through the accessibility gate without need; agents open the gate only for customers with accessibility needs, large items that cannot fit the turnstile, or during a declared evacuation, when any customer may use the gate." Which action would NOT be permitted outside an evacuation?

- A. Opening the gate for a customer who uses a wheelchair to enter
- B. Opening the gate for a customer with no accessibility need or large item
- C. Opening the gate for a customer with a clear documented accessibility need
- D. Opening the gate for a customer carrying an item too large for the turnstile

41. Considering only the recognition of a problem, which observation most clearly indicates one?

- A. The arrival board lists the next trains on their normal schedule today
- B. A burning smell is coming from behind the fare-machine panel right now
- C. Customers tap their cards and pass through the turnstiles freely as expected
- D. The booth telephone receives an ordinary routine call as usual today

42. A rule states: "An agent issues a courtesy re-entry only when a fare error was confirmed within five minutes, the customer has not exited the station, and no other working payment method exists, except during a declared service disruption, when the time condition is waived but the other two conditions still apply." During a declared service disruption, a fare error was confirmed within ten minutes, the customer remained inside the station, and the customer has no other working payment method. According to the rule, the agent should:

- A. Grant the courtesy re-entry because the disruption waives the time condition
- B. Refuse the re-entry because the five-minute condition was missed
- C. Refuse the re-entry because re-entries never apply during a service disruption
- D. Grant the re-entry only if the customer pays a partial replacement fare

43. A rule states: "An agent may leave the booth to assist a customer only if doing so does not leave the booth unattended during a transaction, except during a declared safety emergency, when the agent may leave immediately regardless." A customer at the booth is mid-transaction when a declared safety emergency is announced. According to the rule, the agent should:

- A. Finish the in-progress transaction before responding to the emergency
- B. Refuse to respond until a supervisor has personally arrived first
- C. Leave the booth immediately to respond to the declared emergency
- D. Close the booth and wait at the window for the emergency to end

44. An agent notices four things at once: a routine maintenance log, a customer asking for change, an unattended bag on a bench, and a customer complaining about a missed train. Which should the agent address first?

- A. The customer asking for change, since it is the simplest task today
- B. The customer complaining about the missed train, the most upset right now
- C. The routine maintenance log, since it is part of regular work today

- D. The unattended bag on the bench, a possible security concern
45. A frustrated customer raises their voice and accuses the agent of being unhelpful after a long delay. The best response is to:
- A. Match the customer's tone so the customer hears the agent clearly
  - B. Walk away from the booth window until the customer leaves on their own
  - C. Argue at length that the delay was not the agent's own fault at all
  - D. Stay calm, acknowledge the frustration, and explain the next step
46. A customer asks whether a single contactless tap covers both the train trip and a connecting bus transfer within the free-transfer window. The agent should explain that:
- A. Tap-and-go cannot be used for any kind of bus or rail connection at all
  - B. Bus connections always require a brand-new fare with no transfers allowed
  - C. The single tap covers the train trip and the connecting bus transfer within the window
  - D. The customer must purchase a separate paper bus ticket at the station booth
47. A customer with limited English struggles to ask for directions to a hospital. The best approach is to:
- A. Speak slowly, use simple words, draw on a map, and confirm understanding
  - B. Tell the customer to come back with someone who can fully translate
  - C. Speak much louder so the customer can hear the unfamiliar English words
  - D. Give the directions once briefly and turn to the next customer in line
48. A customer demands the agent's personal phone number to follow up on a complaint. The agent should:
- A. Provide the personal number so the customer feels heard and supported
  - B. Refuse the request rudely and tell the customer to leave the booth at once
  - C. Politely decline and explain the official channel for the complaint follow-up
  - D. Pretend not to hear the request and walk away from the booth window
49. A rider asks the agent why a planned route requiring two transfers is so complicated. The best response is to:
- A. Tell the customer the route is not actually complicated at all in practice
  - B. Wave the customer off and ask them to look it up online instead today
  - C. Acknowledge the complexity, walk through the route step by step, and confirm understanding
  - D. Say there is nothing the agent can do to make the route any easier today
50. A customer thanks an agent for help and asks one more brief question. The agent should:
- A. Tell the customer that one question is the booth's strict limit today
  - B. Pretend not to hear the additional question and turn to the next customer
  - C. Refer the customer to the agency website instead of giving any answer
  - D. Answer the additional question courteously and accurately before moving on

51. A customer complains that a different agent was rude earlier in the day. The most professional response is to:

- A. Listen, acknowledge the concern, and explain the feedback channel
- B. Defend the other agent and dismiss the complaint outright as untrue
- C. Agree that the other agent is rude to nearly every customer at all times
- D. Tell the customer there is no procedure for that kind of complaint at all

52. A customer using a walker and carrying packages cannot fit through the turnstile. The agent should:

- A. Assist the customer through the ADA-accessible gate with the packages
- B. Tell the customer the standard turnstile is the only entry available here
- C. Ask the customer to leave the packages outside the station entrance
- D. Send the customer to a different station with no turnstiles at all

53. A customer asks the fastest route to an airport requiring a transfer. The best response includes:

- A. A statement that the airport route is too complicated to describe at all
- B. Only the name of the first line to board at this station right now today
- C. A suggestion that the customer should take a taxi instead of the train
- D. The lines, the direction of travel, the transfer point, and confirmation of understanding

Wait — that didn't match. Let me re-check Q53. The locked key for Q53 is B, but the "lines, direction, transfer point, and confirmation" answer is the only complete and correct customer-service answer, and I've placed it at D. The locked letter B would have to be a defensible answer to be valid. Let me re-write Q53 with the correct customer-service answer at B.

53. A customer asks the fastest route to an airport requiring a transfer. The best response includes:

- A. A statement that the airport route is too complicated to describe at all
- B. The lines, the direction of travel, the transfer point, and confirmation of understanding
- C. Only the name of the first line to board at this station right now today
- D. A suggestion that the customer should take a taxi instead of the train

54. A customer angrily demands a refund because the train was delayed by a signal problem. The best response is to:

- A. Argue at length that the delay was not the agent's own fault at all
- B. Acknowledge the frustration and explain the actual refund process calmly
- C. Hand the customer cash from the booth drawer to satisfy the demand quickly
- D. Tell the customer to take their complaint somewhere else right now

55. A customer asks who is eligible for a reduced fare. The agent should explain that reduced fares are generally available to:

- A. Any customer who simply asks for one at the station booth at any time

- B. Only customers who agree to ride during the off-peak hours only
- C. Eligible seniors, customers with qualifying disabilities, and eligible students
- D. Customers who buy more than a set number of rides at once

56. During a crowded rush, several customers ask questions at once. The most professional approach is to:

- A. Answer only the loudest customer and ignore everyone else completely
- B. Address each customer in turn, calmly and courteously
- C. Stop responding to anyone until the crowd disperses on its own
- D. Tell all the customers to come back at a much quieter hour today

57. Which of the following is a standard Station Agent duty?

- A. Setting the timing of the signals that govern all of the train movements
- B. Observing and reporting overall station conditions and unusual occurrences
- C. Performing structural repairs to the platform and the station stairways
- D. Operating the train's controls during the customer's actual journey today

58. During a platform emergency, an agent's appropriate role includes:

- A. Personally repairing the equipment that caused the emergency on the spot
- B. Leaving the station to find help on the street outside immediately today
- C. Directing customers to safe exits and requesting the proper assistance
- D. Waiting at the booth until the emergency resolves itself eventually

59. Which task falls within an agent's "fingertip maintenance" duties rather than requiring maintenance staff?

- A. Replacing a burned-out tunnel light fixture out on the tracks
- B. Clearing a stray receipt jammed in a fare-card reader slot
- C. Rewiring the booth's electrical panel after a small power outage
- D. Repairing a cracked step on the station's main staircase

60. A customer raises their voice and blames the agent for a fare machine error. The agent should:

- A. Remain calm, acknowledge the issue, and explain the next step
- B. Raise their own voice in return so the customer hears clearly today
- C. Walk away from the booth until the customer finally leaves on their own
- D. Tell the customer that the error is entirely their own fault for using it

61. A rule states: "Handle tasks by priority — emergencies first, then customer service, then administrative; within the same priority, by earliest arrival; if two arrived together, by safety relevance first; if neither is a safety concern, by shorter task first." Tasks: (1) admin paperwork at 9:00, (2) customer with a quick question at 9:02, (3) safety emergency at 9:06, (4) customer with a long dispute at 9:02. What is the correct order?

- A. 3, 2, 4, 1
- B. 2, 4, 3, 1
- C. 1, 2, 4, 3
- D. 3, 4, 2, 1

62. Order the steps for processing a reduced-fare card purchase: (1) Greet the customer and ask what they need. (2) Verify eligibility identification. (3) Accept the payment. (4) Add the reduced value. (5) State the new balance.

- A. 2, 1, 4, 3, 5
- B. 1, 2, 3, 4, 5
- C. 1, 4, 2, 3, 5
- D. 5, 4, 3, 2, 1

63. A rule says to sort booth-log entries by date ascending, then by time ascending, then by entry-type alphabetically. Entries: (a) 10/02 09:30 "Repair," (b) 10/01 16:00 "Audit," (c) 10/02 09:30 "Alert," (d) 10/01 09:00 "Notice." What is the correct order?

- A. a, b, c, d
- B. b, c, a, d
- C. d, c, b, a
- D. d, b, c, a

64. Order the steps for assisting a customer with a stroller through the service gate: (1) Confirm the customer has paid the fare. (2) Open the service gate. (3) Guide the customer through. (4) Close the gate after the customer.

- A. 4, 3, 2, 1
- B. 2, 3, 1, 4
- C. 3, 2, 4, 1
- D. 1, 2, 3, 4

65. A rule says: "Sort priority tickets first by urgency (high before low), then by submission time (earliest first); if both match, sort by alphabetical title; if all three match, sort by location number ascending." Tickets: P (high, 9:00, "Cable," loc 4), Q (high, 9:00, "Alarm," loc 7), R (high, 9:00, "Alarm," loc 2), S (low, 8:30, "Beep," loc 1). What is the correct order?

- A. Q, R, P, S
- B. P, Q, R, S
- C. R, Q, P, S
- D. S, P, Q, R

66. Order these emergency steps: (1) Direct customers to the nearest safe exit. (2) Recognize the emergency and confirm the alert. (3) Make a calm announcement to customers. (4) Request police or medical help as needed.

- A. 4, 2, 3, 1
- B. 3, 2, 1, 4
- C. 2, 3, 1, 4
- D. 1, 4, 2, 3

67. Order the steps for handling a found wallet: (1) Receive the wallet from the customer. (2) Note where it was found and the time. (3) Log the wallet's description in the system. (4) Forward the wallet to lost property.

- A. 3, 4, 1, 2
- B. 4, 3, 2, 1
- C. 2, 1, 4, 3
- D. 1, 2, 3, 4

68. A rule says to rank entrances from busiest to least busy. Counts: Gate W 95, Gate X 220, Gate Y 110, Gate Z 140. What is the correct order?

- A. Y, Z, W, X
- B. Z, X, W, Y
- C. W, X, Y, Z
- D. X, Z, Y, W

69. A rule says: "Serve customers by arrival time; if two arrived together, serve the safety concern first; if neither is a safety concern, serve the shorter task first." Three customers all arrived at 8:00: P (long fare dispute), Q (quick directions), R (reports a spill). What is the correct order?

- A. R, Q, P
- B. P, R, Q
- C. Q, R, P
- D. R, P, Q

70. Order the steps for handling a customer whose card failed at the turnstile: (1) Greet and ask what happened. (2) Confirm the failure and the cause. (3) Open the service gate to let the customer through. (4) Advise the customer to resolve the card balance.

- A. 1, 2, 3, 4
- B. 4, 3, 2, 1
- C. 3, 2, 1, 4
- D. 2, 1, 3, 4

71. A rule states: "Post the most urgent notice first; among equally urgent notices, post the earliest effective date first; among equal dates, post alphabetically by title; among equal titles, post by location number ascending." Notices: T (urgent, Tue, "Closure," loc 5), U (urgent, Mon, "Detour," loc 3), V (urgent, Mon, "Closure," loc 9), W (urgent, Mon, "Closure," loc 4). What is the correct order?

- A. T, V, W, U

- B. U, T, W, V
- C. W, V, U, T
- D. V, W, T, U

72. Arrange these fare-card balances from highest to lowest: \$12.00, \$2.15, \$9.40, \$9.05.

- A. \$12.00, \$9.40, \$9.05, \$2.15
- B. \$2.15, \$9.05, \$9.40, \$12.00
- C. \$9.40, \$12.00, \$9.05, \$2.15
- D. \$9.05, \$9.40, \$12.00, \$2.15

73. A new agent must list stations in reverse travel order. The route runs, in order traveled: Oak, Maple, Center, Elm, Pine. Listed from last to first, the order is:

- A. Maple, Oak, Elm, Center, Pine
- B. Center, Pine, Maple, Oak, Elm
- C. Pine, Elm, Center, Maple, Oak
- D. Oak, Maple, Center, Elm, Pine

Wait — Q73's locked key is B but option B is not the reversed order. Let me re-check: locked letter Q73=B. The reversed order is "Pine, Elm, Center, Maple, Oak". I've placed that at option C, not B. Re-writing.

73. A new agent must list stations in reverse travel order. The route runs, in order traveled: Oak, Maple, Center, Elm, Pine. Listed from last to first, the order is:

- A. Maple, Oak, Elm, Center, Pine
- B. Pine, Elm, Center, Maple, Oak
- C. Center, Pine, Maple, Oak, Elm
- D. Oak, Maple, Center, Elm, Pine

74. Order the steps for handling a non-urgent maintenance request: (1) Receive the request and confirm the description. (2) Note the location and the time of the request. (3) Submit the request to the maintenance desk. (4) Log the submission for the shift record.

- A. 4, 3, 2, 1
- B. 1, 2, 3, 4
- C. 3, 4, 1, 2
- D. 2, 1, 3, 4

75. This month a station had 360 reports, which is 20% more than last month. Last month was 25% more than the month before. How many reports were filed the month before last?

- A. 250 reports the month before last
- B. 280 reports the month before last
- C. 300 reports the month before last

D. 240 reports the month before last

76. A customer's card had 300 dollars on it three months ago. Two months ago the balance decreased by 25%. Last month the balance increased by 20%. What is the balance now?

- A. \$260.00 balance now
- B. \$275.00 balance now
- C. \$250.00 balance now
- D. \$270.00 balance now

77. A customer starts the day with \$50.00 on a card. Part 1: the customer adds \$20.00 with a 10% bonus on the added amount only. What is the card's value after the add and bonus?

- A. \$72.00 after the add and the bonus
- B. \$77.00 after the add and the bonus
- C. \$69.00 after the add and the bonus
- D. \$70.00 after the add and the bonus

78. Continuing from the previous question with \$72.00 on the card, Part 2: the customer takes 5 rides at \$2.90 each. What is the balance after the rides?

- A. \$58.50 balance after the rides
- B. \$63.50 balance after the rides
- C. \$59.50 balance after the rides
- D. \$57.50 balance after the rides

79. Continuing from the previous question with \$57.50 on the card, Part 3: the customer uses the card for one \$7.50 charge that receives a 20% discount. What is the balance after the discounted charge?

- A. \$52.00 balance after the discounted charge
- B. \$50.00 balance after the discounted charge
- C. \$51.00 balance after the discounted charge
- D. \$51.50 balance after the discounted charge

80. Continuing from the previous question with \$51.50 on the card, Part 4: the customer takes 4 more rides at \$2.90 each. What is the final balance?

- A. \$39.90 final balance after all four parts
- B. \$40.50 final balance after all four parts
- C. \$42.50 final balance after all four parts
- D. \$39.50 final balance after all four parts

81. A customer paid for 4 rides at \$2.90 each plus a \$1.00 card fee with a \$20 bill. How much change is due?

- A. \$5.40 in change

- B. \$7.40 in change
- C. \$4.40 in change
- D. \$6.40 in change

82. A card holds \$20.00. The customer takes 3 rides at \$2.90 each, then adds \$5.00. What is the new balance?

- A. \$11.20 new balance
- B. \$14.30 new balance
- C. \$15.20 new balance
- D. \$16.30 new balance

83. A \$4.00 charge is reduced by 25%. What is the reduced charge?

- A. \$3.00 reduced charge
- B. \$2.50 reduced charge
- C. \$3.50 reduced charge
- D. \$2.75 reduced charge

84. An agent records sales of \$2.90, \$4.35, \$12.00, \$5.80, and \$1.45 in one hour. What is the total?

- A. \$25.50 total this hour
- B. \$27.00 total this hour
- C. \$26.50 total this hour
- D. \$24.50 total this hour

85. A card holds \$25.00 and the fare is \$2.50 per ride. How many full rides can the customer take, and what amount remains on the card?

- A. 9 rides with \$2.50 remaining on the card
- B. 10 rides with \$0.00 remaining on the card
- C. 8 rides with \$5.00 remaining on the card
- D. 11 rides with the card going slightly negative

86. An agent faces north and performs three turns: first a 90-degree right turn, then a 90-degree left turn, then a 180-degree turn. Working each step in order, which direction is the agent now facing?

- A. South, the heading after the 180-degree turn from north
- B. North, since the right and left cancel before the 180-degree turn
- C. East, the heading after only the first right turn
- D. West, the heading after some other combination of the three turns

87. An agent walks east for one block, turns 90 degrees right and walks one block, then turns 90 degrees right and walks one block, then turns 90 degrees right and walks one block. Working each step in order, in which direction is the agent now walking?

- A. South, the direction of the second leg of the walk
- B. North, after the third right turn from west
- C. West, after only two right turns from east
- D. East, the original starting direction of walking

88. From inside the booth facing east toward the platform, an agent sees an emergency exit to the south. A customer on the platform facing west toward the booth would see that same exit on their:

- A. Right side from where they stand on the platform
- B. Front, straight ahead from where they stand
- C. Left side from where they stand on the platform
- D. Rear, directly behind from where they stand

89. An agent walks north, turns 90 degrees right (now facing east), then turns 180 degrees, then turns 90 degrees right. Working each step in order, in which direction is the agent now facing?

- A. South, the heading before the final right turn from west
- B. North, the heading after the right turn from west
- C. East, the heading after the first right from north
- D. West, the heading after the 180-degree turn from east

90. An agent looks at a clock in a mirror. The mirror image shows the hands pointing to what appears to be 9:00. The actual time on the clock is:

- A. 9:00, since the mirror keeps the hands in the same place
- B. 3:00, the mirror reflection of 9:00 around the vertical axis
- C. 12:00, the standard reference time on the clock face
- D. 6:00, the opposite of 12:00 on the clock face

91. The blue line runs east-west through three stations: Park, Center, and Pine. The green line runs north-south through Center, with Hill north of Center and Bay south of Center. A customer at Park wants to reach Bay. The most direct route is:

- A. Ride the blue line east from Park to Center, then transfer south on green to Bay
- B. Stay on the blue line west of Park to reach Bay directly without any transfer
- C. Ride the blue line east from Park to Pine, then transfer south to Bay
- D. Ride the green line directly south from Park to Bay without a transfer

92. Using the same line layout, a customer at Hill rides the green line south to Center and transfers to the blue line west. After completing the transfer, the customer is now traveling:

- A. North, the direction of the prior green-line origin
- B. West, the heading the customer has just transferred onto
- C. South, continuing the heading from the green-line leg
- D. East, the opposite of the stated transfer direction

93. Using the same line layout, a customer rides the blue line west from Pine and arrives at Center, then transfers to the green line south. How many stations has the customer passed through, counting Center but not Pine?

- A. 0 stations because Pine and Center are not connected on the blue line
- B. 2 stations counting Center and another stop on the way
- C. 3 stations along the blue line from Pine to Center
- D. 1 station counting Center but not Pine

94. Read and remember: "Agent Lee covers booths 1 and 2 from 6:00 AM to 11:00 AM, booth 3 from 11:00 AM to 1:00 PM, and booth 5 after 1:00 PM. Agent Diaz covers booth 4 all day, and Agent Park covers booths 6 and 7 after 2:00 PM." At 12:30 PM, which booth does Agent Lee cover?

- A. Booth 5 after the early afternoon switch in coverage
- B. Booth 3 between 11:00 AM and 1:00 PM
- C. Booths 1 and 2 from the early morning shift schedule
- D. Booths 6 and 7 with Agent Park after 2:00 PM

95. Remember this announcement: "The downtown express departs at 3:14, the local at 3:08, the limited at 3:10, and the rush special at 3:05, all from the same platform." Which train departs first?

- A. The rush special at 3:05, the earliest of the four departures
- B. The local at 3:08, between the earliest and the middle departure
- C. The limited at 3:10, the middle of the four departures
- D. The express at 3:14, the latest of the four departures

96. Remember this notice: "Weekend track work affects the Red line between Center and Elm, the Blue line at Pine St only, and the Green line not at all this weekend." On the weekend, which line is affected near Pine St?

- A. The Red line near Pine St this weekend
- B. The Green line near Pine St this weekend
- C. The Blue line near Pine St this weekend
- D. Both the Red and Blue lines near Pine St this weekend

97. Remember this stop order: Oak, Birch, Cedar, Dale, Elm, Fir, Grove. Which stop is three stops after Cedar?

- A. Dale, the first stop after Cedar in the listed order
- B. Elm, the second stop after Cedar in the listed order
- C. Grove, the fourth stop after Cedar in the listed order
- D. Fir, the third stop after Cedar in the listed order

98. An arrow points to the right (east). It is rotated 90 degrees clockwise (now pointing down). It is then flipped horizontally (left-right). Working step by step, the arrow now points:

- A. Up, after the clockwise rotation and the horizontal flip together
- B. Right, returning to the original direction of the arrow
- C. Left, the opposite of the original direction of the arrow
- D. Down, the result of the rotation unchanged by the flip

99. An agent looks at the word "EXIT" in a mirror placed directly opposite. The mirror image of the word reads, from left to right:

- A. EXIT, identical to the original word as written normally
- B. TIXE, the letters reversed in order from the original word
- C. XETI, a different rearrangement of the original word
- D. ETIX, an alternative spelling rearrangement of the original word

100. A T-shaped piece has its long arm pointing up and its short cross-arm at the top. After rotating the piece 180 degrees, the long arm points:

- A. Up, the original direction unchanged after the rotation
- B. Right, perpendicular to the original direction of the long arm
- C. Down, the result of the 180-degree rotation reversing the long arm
- D. Left, perpendicular to the original direction of the long arm

## Practice Exam 15: Answer Key and Explanations

1. C — Observation, reporting, action, repetition, verification, review, sharing, training, audit, renewal, and leadership. Each of the eleven passages adds one element to the safety chain, and together they require the full set. The other options strip out elements the passages explicitly include.
2. A — The customer has already exited the station. The rule requires the customer to have not yet exited, and the customer's having exited violates that condition. The other options either pass the rule or are not part of the rule.
3. C — "Although" then "so that." The first blank concedes the crowded platform, and the second states the purpose of keeping movement steady. Concession followed by purpose fits the sentence.
4. D — Deny the courtesy because the working payment method denies it regardless. The rule's inner exception overrides the confirmed error when the customer has a working payment method available. The inner exception controls.
5. D — Use the side service door. The notice's chained condition routes customers to the side door when both main entrances are closed. Both are closed, so the side door applies.
6. A — "Each ... was waiting" with singular noun. "Each" is singular and takes a singular verb. The other versions break agreement.
7. D — The customer has already exited the station and re-entered. The rule requires the customer to have not exited, and the customer's having exited violates that condition. The other options either pass the rule or are not part of the rule.

8. D — Courtesy, accuracy, next step, patience, follow-through, consistency, attention, acknowledgment, honesty, closing summary, and open door. Each of the eleven passages names one element of strong service. The other options drop most of the eleven.
9. C — "fewer" with countable bags. Bags are countable, so "fewer" is correct. "Less," "lesser," and "few of" do not fit a count noun.
10. A — Three parallel past-tense verbs. "Greeted, answered, and logged" share the same form. The other versions mix tenses or shift to a non-finite form.
11. D — A declared holiday that is also an event day. The event-day override sends fares to peak system-wide. The other options trigger the holiday exception, which produces off-peak fares.
12. D — "consequently" signals result. Front-of-platform crowding causes partially full rear cars, a cause-and-effect link. Similarity or contrast words would misstate the relationship.
13. C — Calmness, brevity, clarity, patience, consistency, presence, warmth, respect, listening, confirming back, and curiosity. Each of the eleven passages attributes a distinct effect to one of the eleven habits. The other options reduce the practice to one habit.
14. A — "ensured" means made certain. "Ensure" is the verb for guaranteeing an outcome; "insure" relates to insurance, "assure" reassures a person, "endured" means tolerated. Word meaning fixes the choice.
15. D — Fifteen minutes, the longest applicable allowance. The rule applies only the longest condition when several apply, and a declared disruption (fifteen minutes) exceeds the event-day allowance (ten). The longest condition governs.
16. C — Repeats the noun to avoid pronoun ambiguity. Naming the agent and the supervisor explicitly removes any unclear pronoun reference. The other versions leave the antecedent unclear.
17. A — A routine fare question the agent answers at the booth. The escalation rule expressly excludes routine questions. The other options name valid bases for escalation.
18. D — "Because" then "so that." The first blank introduces the cause of posting, and the second introduces the purpose. Cause followed by purpose fits the sentence.
19. C — Observations, sequence, location and time, omissions, people, response, follow-up, signature, date with shift, evidence, and equipment notes. Each of the eleven passages adds one element to a usable report. The other options drop required elements.
20. D — Comma before "and" joining two clauses, then a semicolon before the third. Two coordinated clauses can be joined with a comma and "and," and a semicolon separates the next independent clause. The other versions are run-ons.
21. A — Deny the credit because the customer's report contradicts the recorded delay. The rule's inner exception denies the credit when the customer's report contradicts the recorded delay, even when the recorded delay exceeded ten minutes. The inner exception controls.
22. C — Scheduled printer service is the likely cause. The stopped printer, the rest of the booth working, and the technician callout together point to planned servicing. It is the conclusion fitting every clue.
23. C — Grant the courtesy re-entry because the disruption waives the time condition. The disruption exception waives the five-minute condition, and the other two conditions (inside the station, no working payment) are met. The exception controls.
24. A — Drop sharply, consistent with the Federal-holiday pattern. The reliable pattern predicts a sharp drop on Federal holidays. The conclusion stays within what the pattern supports.
25. A — Address the slip near the wet step first. Customer safety holds the top priority in the layered system. Safety always governs when concerns compete.

26. C — Keeping a gate closed for fifty minutes with no supervisor approval. The rule caps closure at thirty minutes without supervisor approval. The other options describe permitted actions.
27. B — Still above normal but tapering toward normal. Traffic spikes for two hours and remains above normal into the third hour. Three hours in, traffic is still elevated and beginning to taper.
28. A — Secure the wallet and log it later. The emergency exception suspends the supervisor-call requirement and permits later logging regardless of value. The exception governs.
29. B — Fewer complaints than during outages. If complaints rise sharply when the elevator is out, they are lower when it works. The inverse of the observed pattern is the reasonable expectation.
30. B — A potential leak or hazardous condition is developing. The chemical smell, customer reactions, and hissing together signal a possible hazard. Recognition is the agent's first step.
31. C — Issue a written reference number and direct to customer service. The general rule routes unconfirmable disputes that are not visible double charges to the reference-number path. The double-charge exception does not apply here.
32. B — Platform filling faster than trains clear it. A growing crowd outpacing service is a clear deviation and a developing problem. The other options describe routine operations.
33. C — Refusing assistance because both are unavailable is inconsistent with the rule, which requires either personal assistance or a call for help in that situation. The other options describe rule-consistent actions.
34. C — End-of-school activity is associated with more lost cards. Reports cluster at the end of school days and not on holidays or weekends, pointing to that association. The conclusion stays within what the pattern supports.
35. D — Reporting a safety-critical defect by radio during a declared emergency. The emergency exception suspends defect reporting until the emergency ends. The other options describe rule-consistent actions.
36. C — Scheduled audio testing is most likely causing the silence. The silent PA, the posted notice, and the colleague's comment together point to testing. It is the conclusion consistent with every clue.
37. B — Customers bunching at one door while others stand empty. Uneven distribution at one door is the earliest sign boarding flow is faltering. The other options describe normal operations.
38. C — Grant the credit because the disruption waives the platform condition. The disruption exception waives the platform requirement, and the delay and description conditions are both met. The exception controls.
39. A — Water dripping onto a live electrical box. Liquid on energized equipment is an immediate hazard outranking the routine tasks. Safety takes priority.
40. B — Opening the gate for a customer with no accessibility need or large item. Outside an evacuation, the rule limits the gate's use to specific cases. The other options describe permitted cases.
41. B — A burning smell from the fare-machine panel. An abnormal burning smell is a clear sign something is wrong. The other options describe normal operations.
42. A — Grant the courtesy re-entry because the disruption waives the time condition. The disruption exception waives the five-minute condition, and the other two conditions (inside the station, no working payment) are met. The exception controls.
43. C — Leave the booth immediately to respond. The safety-emergency exception lets the agent leave during a declared emergency regardless of the transaction. The exception governs.
44. D — The unattended bag is the most pressing concern. An unattended bag is a security concern outranking the routine and service tasks. Security ranks above service-level issues here.

45. D — Stay calm, acknowledge, and explain the next step. De-escalation requires recognizing the feeling and providing a constructive path forward. Arguing, walking away, or matching tone fails the standard.
46. C — The single tap covers the train trip and the connecting bus transfer. OMNY includes a free bus transfer within the allowed window on a single tap. The other options misstate the policy.
47. A — Speak slowly, use simple words, draw on a map, and confirm understanding. Patient, multi-channel communication serves a customer with limited English. Sending the customer away or speaking faster does not help.
48. C — Politely decline and explain the official channel. The agent protects personal information while pointing the customer to the proper follow-up path. Providing the number or being rude is inappropriate.
49. C — Acknowledge the complexity and walk through the route step by step. Complex routes deserve a complete, patient explanation with a check for understanding. Dismissing or refusing the help fails the standard.
50. D — Answer the additional question courteously and accurately. Continued, helpful service is the standard, even after the thanks. Limiting questions or referring elsewhere fails it.
51. A — Listen, acknowledge, and explain the feedback channel. The professional response validates the concern and provides the path to follow up. Defending or dismissing the complaint is inappropriate.
52. A — Assist through the ADA-accessible gate with the packages. The accessible gate exists for customers who cannot use the turnstile, and assisting is the agent's duty. Sending the customer away is incorrect.
53. B — Lines, direction, transfer point, and confirmation. A complete transfer answer requires all four pieces. Partial answers leave the customer unable to finish the trip.
54. B — Acknowledge the frustration and explain the refund process calmly. De-escalation means recognizing the feeling and giving the proper process. Improvising a refund or arguing is wrong.
55. C — Eligible seniors, customers with qualifying disabilities, and eligible students. These are the standard reduced-fare groups. The other options describe people who do not automatically qualify.
56. B — Address each customer in turn, calmly and courteously. Sequential, polite service handles a rush professionally. Ignoring or dismissing customers fails the standard.
57. B — Observing and reporting overall station conditions and unusual occurrences. Monitoring and reporting are core agent duties. Setting signals, structural repairs, and operating trains fall outside the role.
58. C — Directing customers to safe exits and requesting the proper assistance. The agent's emergency role is guiding customers and calling for proper help, not repairing equipment or leaving the station. This keeps customers safe within the role.
59. B — Clearing a stray receipt jammed in a fare-card reader slot. Fingertip maintenance is light upkeep like clearing a fare-slot jam, which falls within the agent's duties. Replacing fixtures, rewiring, and repairing steps require maintenance staff.
60. A — Remain calm, acknowledge the issue, and explain the next step. Courtesy under hostility plus a clear path forward defines good service. Matching the customer's volume or walking away is unprofessional.
61. A — 3, 2, 4, 1. The 9:06 emergency goes first; within the 9:02 tie, the shorter task (quick question) precedes the long dispute; admin at 9:00 comes last because lower priority outranks earlier arrival here. Priority, then arrival, then shorter-task tie-breaker, fixes the order.

62. B — 1, 2, 3, 4, 5. Greet, verify eligibility, accept payment, add value, state the balance. This follows the transaction's natural sequence.
63. D — d, b, c, a. 10/01 entries come first (d at 09:00, then b at 16:00), then 10/02 entries at 09:30 sorted alphabetically by entry type ("Alert" before "Repair"). The three-tier sort fixes the order.
64. D — 1, 2, 3, 4. Confirm payment, open the gate, guide through, then close. The procedure follows the task's natural sequence.
65. C — R, Q, P, S. R, Q, and P all share high urgency and 9:00; among them, "Alarm" precedes "Cable" alphabetically, and within the "Alarm" tie, location 2 (R) precedes location 7 (Q). S has lower urgency and comes last.
66. C — 2, 3, 1, 4. Recognize the emergency, announce calmly, direct to exits, then request help. The order matches the emergency workflow.
67. D — 1, 2, 3, 4. Receive the wallet, note where and when found, log the description, then forward to lost property. This follows the handling workflow.
68. D — X, Z, Y, W. Ranked busiest to least (220, 140, 110, 95), the gates fall in this descending order. Reading the sort direction is essential.
69. A — R, Q, P. All arrived at 8:00; the spill (safety) goes first, then the shorter directions task, then the long fare dispute. The layered tie-breakers set the order.
70. A — 1, 2, 3, 4. Greet, confirm the failure and cause, open the gate, then advise resolving the balance. The sequence follows the interaction's logic.
71. C — W, V, U, T. The three Monday notices precede the Tuesday notice; within Monday, "Closure" (W, V) precedes "Detour" (U); within the "Closure" tie, location 4 (W) precedes location 9 (V). The four-tier sort fixes the order.
72. A — \$12.00, \$9.40, \$9.05, \$2.15. Sorted highest to lowest, the balances fall in this order. Comparing the close decimals carefully avoids misordering.
73. B — Pine, Elm, Center, Maple, Oak. Listing from last to first reverses the travel order. Respecting the reversed direction gives the sequence.
74. B — 1, 2, 3, 4. Receive and confirm, note location and time, submit, then log the submission. This follows the routine maintenance workflow.
75. D — 240 reports the month before last. Working backward: this month's  $360 \div 1.20 = 300$  (last month); last month's  $300 \div 1.25 = 240$  (the month before). Two sequential divisions invert the two percent increases.
76. D — \$270.00 balance now. Working forward:  $\$300 \times 0.75 = \$225$  (after the 25% decrease);  $\$225 \times 1.20 = \$270$  (after the 20% increase). Two sequential multiplications apply the two percent changes in order.
77. A — \$72.00 after the add and the bonus. A 10% bonus on the \$20.00 added equals \$2.00, so the \$50.00 starting balance plus \$22.00 totals \$72.00. Adding the bonus to the added amount before combining with the prior balance yields the new value.
78. D — \$57.50 balance after the rides. Five rides at \$2.90 cost \$14.50, and  $\$72.00 - \$14.50 = \$57.50$ . Carrying the part-1 result into part 2 yields the new balance.
79. D — \$51.50 balance after the discounted charge. A 20% discount on \$7.50 leaves a \$6.00 charge, and  $\$57.50 - \$6.00 = \$51.50$ . Carrying the part-2 result into part 3 yields the new balance.
80. A — \$39.90 final balance. Four rides at \$2.90 cost \$11.60, and  $\$51.50 - \$11.60 = \$39.90$ . Carrying the part-3 result into part 4 yields the final balance.
81. B — \$7.40 in change. Four rides at \$2.90 cost \$11.60, plus the \$1.00 fee equals \$12.60;  $\$20.00 - \$12.60$  leaves \$7.40. The change is the bill minus the total owed.

82. D — \$16.30 new balance. Three rides at \$2.90 cost \$8.70, leaving \$11.30 from \$20.00; adding \$5.00 gives \$16.30. Working the steps in order yields the new balance.
83. A — \$3.00 reduced charge. A 25% reduction of \$4.00 is \$1.00, leaving  $\$4.00 - \$1.00 = \$3.00$ . Subtracting the discount gives the reduced charge.
84. C — \$26.50 total this hour. Adding \$2.90, \$4.35, \$12.00, \$5.80, and \$1.45 totals \$26.50. Keeping the decimals aligned prevents an addition error.
85. B — 10 rides with \$0.00 remaining. Dividing \$25.00 by the \$2.50 fare gives exactly 10 full rides with no remainder. The exact division produces a whole number with zero balance.
86. A — South, the heading after the 180-degree turn from north. Facing north, a 90° right turn faces east; a 90° left turn from east faces north; a 180° turn from north faces south. Working each turn in order yields south as the final facing.
87. B — North, after the third right turn from west. Walking east, three successive right turns trace east → south → west → north. The final leg is walked facing north.
88. C — Left side from where they stand. A customer facing west sees south on their left (right hand points north, left hand points south). The fixed exit appears on the customer's left from their facing direction.
89. B — North, the heading after the right turn from west. Facing north, a right turn faces east; a 180° turn faces west; a right turn from west faces north. Working each turn in order returns north as the final facing.
90. B — 3:00, the mirror reflection of 9:00 around the vertical axis. A mirror reverses left and right, so hands at the 9-position in the reflection are at the 3-position on the actual clock ( $12 - 9 = 3$ ).
91. A — Blue east from Park to Center, then transfer south on green to Bay. The blue and green lines meet only at Center, so a Park-to-Bay trip transfers at Center. The other options describe non-existent connections in the stated line layout.
92. B — West, the heading the customer has just transferred onto. The customer transferred to the blue line traveling west; the direction follows directly from the transfer's stated heading.
93. D — 1 station, counting Center but not Pine. The blue line runs Park–Center–Pine; from Pine to Center the customer passes only Center. The stated count rule applies the destination only.
94. B — Booth 3 between 11:00 AM and 1:00 PM. The remembered assignment places Agent Lee at booth 3 during that window, and 12:30 PM falls inside it. Recalling the time-banded assignment gives the answer.
95. A — The rush special at 3:05, the earliest of the four departures. Among 3:05, 3:08, 3:10, and 3:14, the rush special at 3:05 leaves first. Holding all four times identifies the first to leave.
96. C — The Blue line near Pine St this weekend. The notice places weekend Blue-line work at Pine St only. Matching the location to the remembered schedule gives the answer.
97. D — Fir, the third stop after Cedar. Counting forward from Cedar: Dale (one after), Elm (two after), Fir (three after). Reading the sequence carefully fixes the stop three after Cedar.
98. D — Down, the result of the rotation unchanged by the flip. Rotating a right-pointing arrow 90 degrees clockwise yields a down-pointing arrow, and a horizontal flip leaves a vertical arrow unchanged. The arrow still points down after both operations.
99. B — TIXE, the letters reversed in order. A mirror reverses the order of letters, so "EXIT" appears as "TIXE." The reversal applies to the sequence of characters.
100. C — Down, the result of the 180-degree rotation reversing the long arm. Rotating a T-piece with its long arm up by 180 degrees turns the long arm to point down. A half-turn reverses each arm's direction.

