

PRACTICE EXAM 7: CLERK-TYPIST SIMULATION

Operations with Letters and Numbers (1–18)

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

QTXBM — QTXBM
47193 — 47139
KPFDW — KPFWD
80264 — 80264

- 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?

MRTQ — MRTQ
5273 — 5273
WKPL — WKPL
6048 — 6048

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

3. Which letter is as far after E as Q is after M 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 STONE?

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

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

- A. The values total 39
- B. The values total 41
- C. The values total 43
- D. The values total 45

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

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

- 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 7 appear?

7 4 7 2 7 9 7 5

- A. The digit 7 appears five times
- B. The digit 7 appears three times
- C. The digit 7 appears six times
- D. The digit 7 appears four times

8. Counting from the left end, which letter is the fourth in the group S Q N L J H?

- A. The fourth letter from the left is L
- B. The fourth letter from the left is N
- C. The fourth letter from the left is J
- D. The fourth letter from the left is Q

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

"Moose goose loose noose."

- 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 two positions after each of D, H, and M in the alphabet?

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

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

PQ QP PQ PQ QP PQ

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

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

- A. The middle digit is 9
- B. The middle digit is 7
- C. The middle digit is 4
- D. The middle digit is 1

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

- A. The letter T receives the number 20
- B. The letter T receives the number 6
- C. The letter T receives the number 7
- D. The letter T receives the number 8

14. Reading left to right without overlap, how many complete "6 1 3" sequences appear in the string below?

6 1 3 6 1 3 6 1 3 6

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

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

M3N5P7Q

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

16. Which letter appears exactly twice in the word MISSISSIPPI?

- A. The letter appearing twice is I
- B. The letter appearing twice is P
- C. The letter appearing twice is S
- D. The letter appearing twice is M

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

4 3 6 5 8 7 2 9 0 1

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

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

D B K F R A

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

Spelling (19–33) — the capitalized word may be misspelled; choose the correct spelling or "Correct as written"

19. The clerk will RECIEVE the shipment on Tuesday.

- A. receive
- B. receive

- C. receive
- D. Correct as written

20. Keep the duplicate forms in a SEPERATE drawer.

- A. saparate
- B. separate
- C. seperete
- D. Correct as written

21. A witnessed signature is NECESSARY on this line.

- A. neccessary
- B. necessary
- C. nessery
- D. Correct as written

22. The report is DEFINATELY due before noon Friday.

- A. defintly
- B. definetly
- C. definitely
- D. Correct as written

23. The discrepancy OCURRED during the night shift.

- A. occurred
- B. occured
- C. ocurred
- D. Correct as written

24. The office could not ACCOMODATE the extra files.

- A. acommodate
- B. accomodate
- C. accommodate
- D. Correct as written

25. Reserved parking is a PRIVILEGE for senior staff.

- A. priviledge
- B. privilage
- C. privelege
- D. Correct as written

26. A spelling error can EMBARASS the whole department.

- A. embarrass
- B. embaras
- C. embarras
- D. Correct as written

27. Mark the renewal date on the office CALENDAR.

- A. calender
- B. calandar
- C. calunder
- D. Correct as written

28. The form is filed with the county GOVERNMENT.

- A. govenment
- B. government
- C. government
- D. Correct as written

29. The building MAINTENENCE crew was called in.

- A. maintainance
- B. maintnance
- C. maintenance
- D. Correct as written

30. She manages a small BUSINESS on the first floor.

- A. buisness
- B. bussiness
- C. business
- D. Correct as written

31. I RECOMEND checking the totals a second time.

- A. reccomend
- B. recommend
- C. recomennd
- D. Correct as written

32. A records search confirmed the file's EXISTANCE.

- A. existence
- B. existense
- C. exsistence
- D. Correct as written

33. Place each incoming item in its proper CATAGORY.

- A. catagery
- B. category
- C. category
- D. Correct as written

Alphabetizing and Filing (34–45)

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

- A. Barnett, Ivy
- B. Baxter, Ivy
- C. Bates, Ivy
- D. Bayless, Ivy

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

- A. Hardy, Cal
- B. Harper, Cal
- C. Harmon, Cal
- D. Harlan, Cal

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

- A. Webb, Joy
- B. Webster, Joy
- C. Weber, Joy
- D. Weeks, Joy

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

- A. Conner, Sid
- B. Connell, Sid
- C. Connor, Sid
- D. Conway, Sid

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

- A. Reilly, Mae
- B. Reinhart, Mae

- C. Reyes, Mae
- D. Renner, Mae

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

- A. Van Allen, Lou
- B. Vandyke, Lou
- C. Vance, Lou
- D. Van Ness, Lou

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

- A. 8th Street Grill
- B. Tower Cafe
- C. Eighth Note Music
- D. Tate Realty

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

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

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

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

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

- A. Pratt, Cy
- B. Prince, Cy
- C. Price, Cy
- D. Preston, Cy

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

- A. Foster, Ada
- B. Foley, Ada
- C. Forman, Ada
- D. Forbes, Ada

English Usage and Grammar (46–60)

46. Which sentence is written correctly?

- A. The crate of bottles were stored in the back
- B. Each of the windows were left open overnight
- C. The clerk and the driver were both delayed today
- D. Neither of the keys were found after the search

47. Which sentence contains a grammatical error?

- A. The committee has revised its meeting schedule
- B. The bundle of receipts were placed in the safe
- C. Everyone in the unit has signed the attendance log
- D. Neither response was suitable for 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 completed there reviews this week
- B. The staff have completed they're reviews this week
- C. The staff completing their reviews this week
- D. The staff completed their reviews this week

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

- A. After the boxes were checked against the order
- B. Logging each delivery into the tracking system
- C. While the manager reviewed the daily totals
- D. The driver signed the manifest and left promptly

53. Which sentence uses the correct word?

- A. The outage did not effect the filing deadline
- B. The upgrade had a clear effect on processing speed
- C. The change will effect every clerk by next week
- D. The clerk hoped the notice would affect a reply

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. The report, left incomplete, was set aside for review
- C. Left incomplete, the report was set aside for review
- D. Left incomplete, the clerk set the report aside

57. Which sentence uses parallel structure correctly?

- A. The job covers sorting, labeling, and shipping orders
- B. The job covers sorting, to label, and shipping orders

- C. The job covers to sort, labeling, and shipping orders
- D. The job covers sorting, labeling, and to ship orders

58. Which sentence is correct?

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

59. Which sentence uses capitalization correctly?

- A. the memo was issued by Director Vance on Friday
- B. The memo was issued by director Vance on friday
- C. The Memo was issued by director vance on Friday
- D. The memo was issued by Director Vance on Friday

60. Which sentence is written correctly?

- A. The clerk should of mailed the notice on Monday
- B. The clerk could of caught the typo before sending
- C. The clerk should have proofread the letter twice
- D. The clerk must of left the file in the copy room

Understanding Written Material (61–75)

Questions 61–63 are based on the following passage.

An employee who plans to take leave must submit a request at least two weeks in advance, except in cases of emergency. The supervisor reviews each request against the office's coverage needs before approving it. Approval is not automatic; if too many staff are already scheduled to be out, a later request may be denied.

61. According to the passage, how far in advance must a leave request normally be submitted?

- A. At least one week in advance
- B. On the first day of the month
- C. At least one month in advance
- D. At least two weeks in advance

62. Based on the passage, what does the supervisor review each request against?

- A. The employee's length of service
- B. The number of past requests denied
- C. The order in which requests arrived
- D. The office's coverage needs

63. According to the passage, why might a later leave request be denied?

- A. Because emergencies always take priority
- B. Because too many staff are already scheduled out
- C. Because it was submitted by email
- D. Because the employee gave no reason

Questions 64–66 are based on the following passage.

A clerk who handles cash must reconcile the drawer at the end of each shift, comparing the recorded transactions to the actual money on hand. A drawer that does not balance signals an error somewhere — a miscount, a missed entry, or an incorrect amount given as change. Catching the discrepancy at shift's end is far easier than tracing it days later.

64. What is the main idea of this passage?

- A. Cash drawers should be counted only once a week
- B. Clerks should avoid handling cash whenever possible
- C. Most drawer errors are caused by theft
- D. Reconciling the drawer each shift catches errors early

65. According to the passage, what does a drawer that fails to balance signal?

- A. That the recorded transactions were deleted
- B. That the shift ran longer than scheduled
- C. That a supervisor must take over the drawer
- D. An error somewhere, such as a miscount or missed entry

66. Based on the passage, why is catching a discrepancy at shift's end valuable?

- A. It is far easier than tracing it days later
- B. It allows the clerk to leave work earlier
- C. It eliminates the need to count the drawer
- D. It transfers responsibility to the next clerk

Questions 67–69 are based on the following passage.

Abbreviations save time but can cause confusion when their meaning is not universally understood. A clerk who writes an unfamiliar abbreviation in a record may leave the next reader guessing. For internal notes that only the writer will use, abbreviations are fine; for records others must read, the full term is safer.

67. According to the passage, what is the risk of an unfamiliar abbreviation in a record?

- A. It makes the record longer than necessary
- B. It may leave the next reader guessing
- C. It violates the office's filing rules
- D. It cannot be entered into the database

68. Based on the passage, when are abbreviations described as fine to use?

- A. For internal notes that only the writer will use
- B. For any record that will be filed permanently
- C. For records that several departments share
- D. Only when a supervisor approves them first

69. According to the passage, what is safer for records others must read?

- A. Using a standardized list of abbreviations
- B. Writing the record entirely in capital letters
- C. Asking the reader to interpret the note
- D. Using the full term

Questions 70–72 are based on the following passage.

Interruptions are among the leading causes of clerical error. A clerk pulled away from a task in the middle of it may return and skip a step, repeat one, or lose track entirely. When a task requires close attention, it is wise to complete it fully before turning to something else, or to mark exactly where the work was paused.

70. What is the main point of this passage?

- A. Interruptions are a leading cause of clerical error
- B. Clerks should never take breaks during a task
- C. Most tasks are too simple to be interrupted
- D. Supervisors cause the majority of interruptions

71. According to the passage, what may a clerk do after being pulled away mid-task?

- A. Finish the task faster than before
- B. Skip a step, repeat one, or lose track
- C. Hand the task to another clerk
- D. Restart the entire task from the beginning

72. Based on the passage, what is wise when a task requires close attention?

- A. Work on several tasks at once to save time
- B. Complete it fully before turning to something else

- C. Leave the most difficult step for later
- D. Ask a coworker to handle the interruptions

Questions 73–75 are based on the following passage.

A polite, professional tone on the telephone shapes how the public views the entire office. A caller cannot see the clerk, so the voice carries the whole impression — warmth, patience, and competence, or their absence. Even when a caller is frustrated, a calm and courteous response tends to defuse tension rather than escalate it.

73. What is the main point of this passage?

- A. A professional phone tone shapes the public's view of the office
- B. Callers should be transferred to a supervisor when upset
- C. Most callers cannot tell how a clerk feels
- D. Phone calls should be kept as short as possible

74. According to the passage, what carries the whole impression on a call?

- A. The length of the conversation
- B. The caller's own attitude
- C. The time of day the call is made
- D. The voice

75. Based on the passage, how does a calm, courteous response tend to affect a frustrated caller?

- A. It encourages the caller to call back later
- B. It has no measurable effect on the caller
- C. It transfers the frustration to the clerk
- D. It defuses tension rather than escalating it

Record Keeping (76–90)

Questions 76–80 are based on the following table.

Clerk	Week 1	Week 2	Week 3	Week 4
Nolan	95	110	125	90
Ortiz	100	90	105	115
Pena	130	135	125	145
Reed	70	75	65	80

(Table shows the number of items processed by each clerk per week.)

76. How many items did Ortiz process in Week 3?

- A. Ortiz processed 100 items in Week 3
- B. Ortiz processed 90 items in Week 3
- C. Ortiz processed 105 items in Week 3
- D. Ortiz processed 115 items in Week 3

77. What was Nolan's total number of items processed over the four weeks?

- A. Nolan processed 400 items in total
- B. Nolan processed 410 items in total
- C. Nolan processed 430 items in total
- D. Nolan processed 420 items in total

78. Which clerk processed the most items in Week 4?

- A. Nolan processed the most in Week 4
- B. Ortiz processed the most in Week 4
- C. Reed processed the most in Week 4
- D. Pena processed the most in Week 4

79. What was Reed's average number of items processed per week?

- A. Reed averaged 72.5 items per week
- B. Reed averaged 70 items per week
- C. Reed averaged 75 items per week
- D. Reed averaged 65 items per week

80. In Week 2, how many items were processed by all four clerks combined?

- A. The four clerks processed 400 items in Week 2
- B. The four clerks processed 420 items in Week 2
- C. The four clerks processed 410 items in Week 2
- D. The four clerks processed 395 items in Week 2

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

Transaction	Amount	Running Balance
Beginning balance	—	\$500
Deposit	+\$350	? (Row 1)
Payment	-\$400	? (Row 2)
Deposit	+\$200	? (Row 3)
Payment	-\$300	? (Row 4)

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

- A. The balance after Row 1 is \$500
- B. The balance after Row 1 is \$850
- C. The balance after Row 1 is \$650
- D. The balance after Row 1 is \$900

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

- A. The balance after Row 2 is \$500
- B. The balance after Row 2 is \$400
- C. The balance after Row 2 is \$450
- D. The balance after Row 2 is \$550

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

- A. The balance after Row 3 is \$600
- B. The balance after Row 3 is \$700
- C. The balance after Row 3 is \$650
- D. The balance after Row 3 is \$550

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

- A. The balance after Row 4 is \$400
- B. The balance after Row 4 is \$350
- C. The balance after Row 4 is \$300
- D. The balance after Row 4 is \$450

85. By how much did the ending balance differ from the beginning balance of \$500?

- A. The ending balance was \$150 lower
- B. The ending balance was \$250 lower
- C. The ending balance was \$100 lower
- D. The ending balance was unchanged

Questions 86–90 are based on the following table.

Region	Orders Received	Orders Shipped
North	160	80
South	120	90
East	200	150
West	140	70

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

- A. The North region received 160 orders
- B. The North region received 120 orders

- C. The North region received 200 orders
- D. The North region received 140 orders

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

- A. A total of 410 orders were shipped
- B. A total of 420 orders were shipped
- C. A total of 390 orders were shipped
- D. A total of 370 orders were shipped

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

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

89. Which region received the most orders?

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

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

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

Using a Directory (91–100)

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

DIRECTORY:

Name	Rm. No.	Ext.
Ash, Cory	801	1701
Bell, Dana	803	1702
Cobb, Faye	805	1703
Dean, Hugh	807	1704
Ellis, Joan	809	1705
Ford, Pete	811	1706

Gage, Ruth	813	1707
Hale, Seth	815	1708

LIST OF CHANGES:

- All calls for persons not listed in the directory should be referred to Faye Cobb.
- Dana Bell is on leave; her calls should be referred to Pete Ford.
- Joan Ellis has moved to room 820, and her extension is now 1750.

91. A call comes in for Dana Bell. To whom should it be referred?

- A. The call should be referred to Faye Cobb
- B. The call should go to Dana Bell in room 803
- C. The call should be referred to Pete Ford
- D. The call should be referred to Hugh Dean

92. What is the extension for Cory Ash?

- A. Cory Ash's extension is 1701
- B. Cory Ash's extension is 1702
- C. Cory Ash's extension is 1703
- D. Cory Ash's extension is 1704

93. After her move, what is Joan Ellis's room number?

- A. Joan Ellis is now in room 820
- B. Joan Ellis is now in room 809
- C. Joan Ellis is now in room 811
- D. Joan Ellis is now in room 813

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

- A. The call should be referred to Hale, Seth
- B. The call should be referred to Pete Ford
- C. The call should be referred to Faye Cobb
- D. The call should be referred to Ash, Cory

95. Which person is located in room 807?

- A. Room 807 belongs to Dean, Hugh
- B. Room 807 belongs to Cobb, Faye
- C. Room 807 belongs to Ellis, Joan
- D. Room 807 belongs to Ford, Pete

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

- A. The call should go to extension 1750
- B. The call should go to extension 1705
- C. The call should go to extension 1706
- D. The call should go to extension 1707

97. What is the extension for Ruth Gage?

- A. Ruth Gage's extension is 1705
- B. Ruth Gage's extension is 1706
- C. Ruth Gage's extension is 1707
- D. Ruth Gage's extension is 1708

98. A caller asks for Pete Ford's room number. What is it?

- A. Pete Ford is in room 807
- B. Pete Ford is in room 809
- C. Pete Ford is in room 811
- D. Pete Ford is in room 813

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

- A. Extension 1706, for Pete Ford
- B. Extension 1702, for Dana Bell
- C. Extension 1703, for Faye Cobb
- D. Extension 1701, for Cory Ash

100. A caller asks to reach Seth Hale directly. What is the extension?

- A. Seth Hale's extension is 1708
- B. Seth Hale's extension is 1707
- C. Seth Hale's extension is 1706
- D. Seth Hale's extension is 1705

PRACTICE EXAM 7: ANSWER KEY AND EXPLANATIONS

1. B — Two pairs match exactly (QTXBM and 80264); the other two each contain a transposition (47193/47139 and KPFDW/KPFWD). Compare character by character and stop at the first difference. Catching transposed characters is the core verification skill.
2. A — All four pairs match exactly; each left group is reproduced without alteration on the right. Read each pair to the end to confirm no difference exists. Verifying that copies are identical is a daily clerical task.
3. B — Q is four letters after M, so the answer is four letters after 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. C — STONE contains three consonants, S, T, and N, with O and E as vowels. Separate consonants from vowels and count only the consonants. Careful letter classification prevents miscounts.
5. C — The positions P=16, L=12, A=1, N=14 sum to 43. Translate each letter to its number and add, writing values down to avoid slips. Letter-to-number conversion is a standard operation.
6. B — Only one pair is NOT alike: KQML versus KMQL, a transposition; the other three match. Read the condition carefully—the question asks how many differ. Answering the exact question asked prevents reversed answers.
7. D — The digit 7 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. A — Counting from the left (S, Q, N, L), the fourth letter is L. Confirm the counting direction before answering. Position counting under a stated direction is a basic skill.
9. B — Four words contain "o" more than once: Moose, goose, loose, and noose. Check each word individually for a repeated letter. Word-by-word checking is the disciplined method.
10. B — Two positions after D, H, and M gives F, J, and O respectively. Apply the same shift to each letter. Consistent letter-shifting answers coding-style items.
11. D — The pair "PQ" appears four times in the listed groups; the "QP" 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. C — In a seven-digit number, the middle is the fourth position, which holds 4. Identify the center position by count, not by value. Positional location is a basic operation.
13. C — Numbering backward, Z=1 through T gives $26 - 19 = 7$. Apply the reverse mapping carefully. Reverse-alphabet reasoning tests flexible letter-position knowledge.
14. B — Reading without overlap, "6 1 3" appears three complete times before the trailing 6. Segment the string into non-overlapping blocks. Recognizing repeated sequences is a pattern skill.
15. A — The group M3N5P7Q contains three digits: 3, 5, and 7. Separate digits from letters and count only the digits. Character classification is simple but error-prone.
16. B — In MISSISSIPPI, P appears exactly twice, while I and S each appear four times. Tally each distinct letter. Frequency counting tests careful enumeration.
17. C — An even digit immediately precedes an odd digit five times: 4-3, 6-5, 8-7, 2-9, and 0-1. 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 P is R (D, B, K, and F all precede P). Scan in order and stop at the first qualifying letter. Combining order with a threshold is a standard task.
19. B — "Receive" is the correct spelling, following "i before e except after c"; the capitalized "RECIEVE" reverses the vowels. The other options are also misspellings. The receive family is a frequent trap.
20. B — "Separate" is correct, with "par" in the middle; the capitalized "SEPERATE" substitutes an e. The other options are misspellings. Separate is misled by its pronunciation.
21. D — "NECESSARY" is spelled correctly (one c, two s's), so the answer is "Correct as written." The listed alternatives are all misspellings. Confirming a correct spelling is as important as catching an error.
22. C — "Definitely" is correct, built on the root "finite"; the capitalized "DEFINATELY" substitutes an a. The other options are misspellings. Definitely is among the most frequently misspelled words.
23. A — "Occurred" is correct, doubling both the c and the r; the capitalized "OCURRED" drops a c and an r. The other options are misspellings. The doubled-consonant rule governs occurred.

24. C — "Accommodate" is correct, with two c's and two m's; the capitalized "ACCOMODATE" drops an m. The other options are misspellings. Accommodate is one of the most misspelled business words.
25. D — "PRIVILEGE" is spelled correctly (no d, -ilege root), so the answer is "Correct as written." The listed alternatives all insert a d or alter a vowel. Confirming a correct spelling is a real test outcome.
26. A — "Embarrass" is correct, with two r's and two s's; the capitalized "EMBARASS" drops an r. The other options are misspellings. Embarrass is a classic double-double-letter word.
27. D — "CALENDAR" is spelled correctly, ending in -ar, so the answer is "Correct as written." The listed alternatives alter the vowels. Calendar is often wrongly ended in -er, but here it is right.
28. C — "Government" is correct, keeping the silent n after "gover"; the capitalized "GOVERMENT" drops it. The other options are misspellings. The hidden n is the letter careless spellers drop.
29. C — "Maintenance" is correct, spelled -tenance; the capitalized "MAINTENENCE" alters the ending. The other options are misspellings. Maintenance is a commonly misspelled business word.
30. D — "BUSINESS" is spelled correctly, with the hidden i after "bus," so the answer is "Correct as written." The listed alternatives drop or rearrange letters. The silent i is the feature most often missed.
31. B — "Recommend" is correct, with one c and two m's; the capitalized "RECOMEND" drops an m. The other options are misspellings. Recommend's single-c, double-m pattern is a common error.
32. A — "Existence" is correct, ending in -ence; the capitalized "EXISTANCE" uses -ance. The other options are misspellings. The -ence ending governs this word.
33. C — "Category" is correct, spelled cat-e-gory; the capitalized "CATAGORY" swaps the middle vowel. The other options are misspellings. The internal vowel sequence is the feature most often missed.
34. A — Barnett files first: among Barnett, Bates, Baxter, Bayless, "bar" precedes "bat," "bax," and "bay" at the third letter. Compare unit by unit to the first difference. This is the foundational alphabetizing method.
35. D — Harlan files second: the order is Hardy, Harlan, Harmon, Harper (after "har," the letters run d, l, m, p). The first point of difference decides order. Counting to the requested position gives the answer.
36. B — Webster files third: the order is Webb, Weber, Webster, Weeks (after "web," compare b, e, s, then Webb vs Weber, then Weeks by the third letter). Careful letter comparison settles closely spaced names.
37. D — Conway files last: the order is Connell, Conner, Connor, Conway (after "con," the "conn-" names precede "conw," and among them e, e, o rank them). The fourth letter ranks the names. Methodical comparison places the final name.
38. A — Reilly files first: among Reilly, Reinhart, Renner, Reyes, "rei" precedes "ren" and "rey" at the third letter, and "reil" precedes "rein." Compare to the first difference. The third and fourth letters govern these names.
39. B — Vandyke files third: treating each prefix as part of the surname, the order is Van Allen, Vance, Vandyke, Van Ness (vanallen, vance, vandyke, vanness). After "van," compare a, c, d, n. Spaces in the prefix are ignored.
40. D — Tate Realty files third: with numbers spelled out, the order is Eighth Note, 8th Street (Eighth), Tate, Tower. The two "Eighth" entries file first, then "Tate" precedes "Tower." Numbers are filed as if written in words.

41. C — Dodd files second: the order is Doan, Dodd, Dolan, Doyle (after "do," the letters run a, d, l, y). The third letter ranks the names. Counting to the second slot avoids a position error.
42. D — 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. B — Mendez files first: among Mendez, Mercer, Merrill, Meyer, "men" precedes "mer" and "mey" at the third letter. Compare to the first difference. The third letter governs these M- names.
44. B — Prince files last: the order is Pratt, Preston, Price, Prince (after "pr," compare a, e, then the "pri-" names by the fourth letter: Price's c before Prince's n). The fourth letter ranks Price before Prince. Careful comparison places the final name.
45. D — 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 driver were both delayed today" is correct: a compound subject joined by "and" is plural and takes "were." The other choices mismatch a singular subject ("crate," "each," "neither") with a plural verb. Matching the verb to the true subject is the most-tested usage rule.
47. B — "The bundle of receipts were placed in the safe" contains the error: the singular subject "bundle" requires "was." The phrase "of receipts" 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. D — "The staff completed their reviews this week" is correct, with consistent past tense and the proper "their." The other choices misuse "there," "they're," or leave a fragment. Tense and pronoun form must both be correct.
52. D — "The driver signed the manifest and left promptly" is a complete sentence with subject, verb, and full thought. The other choices are dependent fragments. Recognizing complete sentences distinguishes them from fragments.
53. B — "Had a clear effect on processing speed" 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. D — "Left incomplete, the clerk set the report aside" 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. A — "Sorting, labeling, and shipping orders" uses parallel -ing forms throughout. The other versions mix infinitives with gerunds. Parallel structure requires matching grammatical forms in a series.
58. B — "There were fewer complaints this month 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. D — "The memo was issued 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. C — "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 leave request must normally be submitted at least two weeks in advance, as stated. The other timeframes are unsupported. Reading the stated requirement answers the question.
62. D — The supervisor reviews each request against the office's coverage needs, per the passage. The other factors are not mentioned. The stated criterion is the answer.
63. B — A later request may be denied because too many staff are already scheduled out, as stated. The other reasons are unsupported. The stated cause answers the question.
64. D — The main idea is that reconciling the drawer each shift catches errors early, developed throughout the passage. The other choices distort the message. Identifying the central idea distinguishes it from details.
65. D — A drawer that fails to balance signals an error somewhere, such as a miscount or missed entry, as stated. The other options are not the passage's point. The stated meaning is the answer.
66. A — Catching a discrepancy at shift's end is valuable because it is far easier than tracing it days later, per the passage. The other reasons are unsupported. The stated benefit answers the question.
67. B — An unfamiliar abbreviation in a record may leave the next reader guessing, as stated. The other risks are not mentioned. The stated consequence is the answer.
68. A — Abbreviations are fine for internal notes that only the writer will use, per the passage. The other situations are not endorsed. The stated condition answers the question.
69. D — For records others must read, the full term is safer, as stated. The other options are not the passage's recommendation. The stated advice is the answer.
70. A — The main point is that interruptions are a leading cause of clerical error, developed throughout the passage. The other choices overstate or distort. The central claim is stated directly.
71. B — A clerk pulled away mid-task may skip a step, repeat one, or lose track, per the passage. The other outcomes are unsupported. The stated consequence is the answer.
72. B — When a task requires close attention, it is wise to complete it fully before turning to something else, as stated. The other actions contradict the advice. The stated recommendation answers the question.
73. A — The main point is that a professional phone tone shapes the public's view of the office, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
74. D — On a call, the voice carries the whole impression, since the caller cannot see the clerk, as stated. The other options are not the passage's point. The stated factor is the answer.
75. D — A calm, courteous response tends to defuse tension rather than escalate it, per the passage. The other outcomes are unsupported. The stated effect answers the question.

76. C — Ortiz processed 105 items in Week 3, read at the Ortiz-row, Week 3-column intersection. Locate the correct cell. Accurate table reading is foundational.
77. D — Nolan's total is $95 + 110 + 125 + 90 = 420$ items. Sum every value in Nolan's row. Row totaling is a basic record-keeping task.
78. D — Pena processed the most in Week 4, with 145, exceeding Nolan (90), Ortiz (115), and Reed (80). Compare the Week 4 column. Finding a column maximum is a standard comparison.
79. A — Reed's average is $(70 + 75 + 65 + 80) = 290 \div 4 = 72.5$ items per week. Sum the values, then divide by four. The two-step average is a core calculation.
80. C — Week 2's combined total is $110 + 90 + 135 + 75 = 410$ items. Add the Week 2 value from each row. Summing a column is a routine task.
81. B — Starting from \$500, the first deposit of \$350 gives a running balance of \$850. Apply each transaction in order. Sequential updating is the running-balance method.
82. C — From \$850, the payment of \$400 reduces the balance to \$450. Subtract the payment from the prior balance. Each step builds on the one before.
83. C — From \$450, the second deposit of \$200 raises the balance to \$650. Carry the prior balance forward and add. Processing transactions in order prevents errors.
84. B — From \$650, the final payment of \$300 brings the balance to \$350. Subtract the payment from the prior balance. The ending figure depends on every prior step.
85. A — The ending balance of \$350 is \$150 lower than the beginning balance of \$500. Subtract the ending from the beginning. Comparing endpoints summarizes the net change.
86. A — The North region received 160 orders, read from the Received column of the North row. Locate the correct cell. Direct table lookup answers the question.
87. C — Total shipped is $80 + 90 + 150 + 70 = 390$ orders. Sum the Shipped column. Column totaling is a routine calculation.
88. C — In the North, 80 of 160 received were shipped: $80 \div 160 = 50$ percent. Divide shipped by received and convert. The "what percent of" calculation is a key skill.
89. A — The East received the most, at 200, exceeding North (160), South (120), and West (140). Compare the Received column for the maximum. Identifying the highest value is a basic comparison.
90. C — The West received 70 more than were shipped: $140 - 70 = 70$. Subtract shipped from received. Simple subtraction answers the difference question.
91. C — A call for Dana Bell is referred to Pete Ford, per the change noting Bell is on leave. Apply the referral rather than routing to Bell. Following referral changes is a core directory skill.
92. A — Cory Ash's extension is 1701, read directly from his entry; no change affects it. Locate the correct row and extension. A straightforward lookup answers the question.
93. A — After her move, Joan Ellis is in room 820, per the change. Apply the updated room number, not the original 809. Answering against the updated directory is essential.
94. C — A call for Mark Lowe, who is unlisted, is referred to Faye Cobb under the catch-all rule. Confirm the name is absent, then apply the rule. The catch-all rule governs unlisted names.
95. A — Room 807 belongs to Hugh Dean, matched from the room column. Search the room column for 807. Reverse lookup by room is a standard task.
96. A — After the change, a call for Joan Ellis goes to extension 1750, replacing the original 1705. Apply the listed change before answering. Using the current extension is the point.
97. C — Ruth Gage's extension is 1707, read from her entry, which no change affects. Locate the correct extension cell. Accurate lookup answers the question.

98. C — Pete Ford is in room 811, 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. A — A call for Dana Bell is referred to Pete Ford, whose extension is 1706. Follow the referral, then read the referred person's extension. Chaining a referral to a lookup is a multi-step task.
100. A — Seth Hale's extension is 1708, read directly from his entry. No change affects it. A direct lookup yields the extension.