

PRACTICE EXAM 8: CLERK-TYPIST SIMULATION

Operations with Letters and Numbers (1–18)

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

XQTBM — XQTBM
39174 — 39147
KPFDW — KPFDW
80265 — 80256

- 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
5274 — 5274
WKPL — WKPL
6039 — 6039

- 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 F as R is after M in the alphabet?

- A. The letter is J
- B. The letter is L
- C. The letter is I
- D. The letter is K

4. How many consonants are in the word PLANT?

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

5. If each letter in the word DESK 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 37
- D. The values total 43

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

8273 — 8273
KQML — KQLM
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 3 appear?

3 5 3 8 3 1 3 9

- A. The digit 3 appears five times
- B. The digit 3 appears three times
- C. The digit 3 appears four times
- D. The digit 3 appears six times

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

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

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

"Spoon broom igloo cocoa droop."

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

10. Which choice lists the letters that are three positions after each of C, H, and L in the alphabet?

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

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

ST TS ST ST TS

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

12. In the number 8 3 6 1 9 4 2, which digit lies in the exact middle position?

- A. The middle digit is 6
- B. The middle digit is 9
- C. The middle digit is 1
- D. The middle digit is 4

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

- A. The letter W receives the number 23
- B. The letter W receives the number 4
- C. The letter W receives the number 3
- D. The letter W receives the number 5

14. Reading left to right without overlap, how many complete "2 7 5" sequences appear in the string below?

2 7 5 2 7 5 2 7 5 2

- 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?

K2L4M6N

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

16. Which letter appears exactly four times in the word TENNESSEE?

- A. The letter appearing four times is N
- B. The letter appearing four times is S
- C. The letter appearing four times is T
- D. The letter appearing four times is E

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

1 4 3 6 5 8 7 2 9 0

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

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

F C K B Q A

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

Spelling (19–33) — one of the four capitalized words is misspelled; identify it

19. The NECESSARY forms require a SIGNATURE before the OFFICE will PROCESS them.

- A. NECESSARY
- B. SIGNATURE
- C. OFFICE
- D. PROCESS

20. The MANAGER will SEPERATE the urgent REQUESTS from the ROUTINE ones.

- A. MANAGER
- B. SEPERATE
- C. REQUESTS
- D. ROUTINE

21. A PRIVELEGE granted to one EMPLOYEE must apply to EVERY worker in the DEPARTMENT.

- A. PRIVELEGE
- B. EMPLOYEE
- C. EVERY
- D. DEPARTMENT

22. The OFFICE kept an accurate RECORD of every OCCURENCE in the daily LOG.

- A. OFFICE
- B. RECORD
- C. OCCURENCE
- D. LOG

23. The SUPERVISOR signed the APPROVAL and filed the DOCUMENT in the wrong CATEGERY.

- A. SUPERVISOR
- B. APPROVAL
- C. DOCUMENT
- D. CATEGERY

24. The COMMITTEE will REVIEW the BUDGET before the MAINTENENCE work begins.

- A. COMMITTEE
- B. REVIEW
- C. BUDGET
- D. MAINTENENCE

25. Please CONFIRM the MEETING time and ACKNOWLEGE the change in SCHEDULE.

- A. CONFIRM
- B. MEETING
- C. ACKNOWLEGE
- D. SCHEDULE

26. The CLERK checked the QUANTITY and QUALITY before confirming the items' EXISTANCE.

- A. CLERK
- B. QUANTITY

- C. QUALITY
- D. EXISTANCE

27. The DIRECTOR will RECOMEND a new POLICY at the next STAFF meeting.

- A. DIRECTOR
- B. RECOMEND
- C. POLICY
- D. STAFF

28. The TYPIST will PREPARE the LETTER and avoid any EMBARASSMENT.

- A. TYPIST
- B. PREPARE
- C. LETTER
- D. EMBARASSMENT

29. The OFFICE must MAINTAIN a clear LIASON with the central RECORDS unit.

- A. OFFICE
- B. MAINTAIN
- C. LIASON
- D. RECORDS

30. Each DEPARTMENT submits a monthly REPORT to the local GOVERMENT for REVIEW.

- A. DEPARTMENT
- B. REPORT
- C. GOVERMENT
- D. REVIEW

31. The TRAINEE showed great PERSEVERENCE while learning the new FILING SYSTEM.

- A. TRAINEE
- B. PERSEVERENCE
- C. FILING
- D. SYSTEM

32. The CLERK will TRANSFER the file to a DIFFERANT folder by NOON.

- A. CLERK
- B. TRANSFER
- C. DIFFERANT
- D. NOON

33. The MISCELANEOUS items were SORTED and PLACED in the storage CABINET.

- A. MISCELANEOUS
- B. SORTED
- C. PLACED
- D. CABINET

Alphabetizing and Filing (34–45)

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

- A. Larson, Eve
- B. Lawson, Eve
- C. Latham, Eve
- D. Layton, Eve

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

- A. Gardner, Sky
- B. Garland, Sky
- C. Garrett, Sky
- D. Garvey, Sky

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

- A. Bingham, Roy
- B. Bird, Roy
- C. Bishop, Roy
- D. Bittner, Roy

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

- A. Norton, Dot
- B. Norris, Dot
- C. Nolan, Dot
- D. Noble, Dot

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

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

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

- A. MacLean, Ula
- B. McLeod, Ula
- C. McKay, Ula
- D. McNair, Ula

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

- A. Fifth Gate Inn
- B. 5th Lane Cafe
- C. Foster Books
- D. Forest Realty

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

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

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

- A. Reed, Bea
- B. Reed-Cole, Bea
- C. Reese, Bea
- D. Reeves, Bea

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

- A. Harmon, Jo
- B. Harper, Jo
- C. Harris, Jo
- D. Hartley, Jo

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

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

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

- A. Valdez, Ada
- B. Vance, Ada

- C. Vargas, Ada
- D. Vaughn, Ada

English Usage and Grammar (46–60)

46. Which sentence is written correctly?

- A. The carton of folders were stacked by the door
- B. The clerk and the courier were both on time today
- C. Each of the printers were checked this morning
- D. Neither of the forms were signed by the applicant

47. Which sentence contains a grammatical error?

- A. The committee has posted its revised agenda
- B. Everyone in the room has received a handout
- C. The list of supplies were left on the counter
- D. Neither choice was right for the new layout

48. Which sentence uses commas correctly?

- A. The contract which was unsigned, was returned today
- B. The contract, which was unsigned, was returned today
- C. The contract, which was unsigned was returned today
- D. The contract which, was unsigned was returned today

49. Which sentence is correct?

- A. The forms were sent to her and the new clerk
- B. The forms were sent to she and the new clerk
- C. The forms were sent to she and I last Friday
- D. The forms were sent to he and the new clerk

50. Which sentence uses the semicolon correctly?

- A. The fax failed, the clerk mailed the form instead
- B. The fax failed; the clerk mailed the form instead
- C. The fax failed; and the clerk mailed the form
- D. Although the fax failed; the work continued

51. Which sentence is written correctly?

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

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

- A. After the cartons were counted against the list
- B. Logging each shipment into the system carefully
- C. The courier delivered the package and signed out
- D. While the manager reviewed the weekly totals

53. Which sentence uses the correct word?

- A. The delay did not effect the mailing schedule
- B. The upgrade had a strong effect on accuracy
- C. The merger will effect every clerk next month
- D. The clerk hoped the memo would affect a reply

54. Which sentence is punctuated correctly?

- A. After sealing the envelope the clerk, mailed it
- B. After sealing the envelope, the clerk mailed it
- C. After, sealing the envelope the clerk mailed it
- D. After sealing, the envelope the clerk mailed it

55. Which sentence is grammatically correct?

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

56. Which sentence contains a misplaced modifier?

- A. Stained with ink, the clerk discarded the page
- B. The page, stained with ink, was discarded
- C. Stained with ink, the page was discarded
- D. The clerk discarded the page, which was stained

57. Which sentence uses parallel structure correctly?

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

58. Which sentence is correct?

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

59. Which sentence uses capitalization correctly?

- A. the report was signed by Director Pace on Monday
- B. The report was signed by director Pace on monday
- C. The Report was signed by director pace on Monday
- D. The report was signed by Director Pace on Monday

60. Which sentence is written correctly?

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

Understanding Written Material (61–75)

Questions 61–63 are based on the following passage.

Documents older than seven years are moved from active files to long-term storage, where they are kept but not routinely accessed. Before a document is moved, a clerk records its new storage location in the index, so it can still be located if needed. Documents are never destroyed without written authorization from the records supervisor.

61. According to the passage, what happens to documents older than seven years?

- A. They are moved to long-term storage
- B. They are destroyed by the clerk
- C. They are returned to the original department
- D. They are scanned and deleted from the index

62. Based on the passage, why is the new storage location recorded in the index?

- A. To satisfy a monthly reporting requirement
- B. To free up space in the active files

- C. To track how many documents are stored
- D. So the document can still be located if needed

63. According to the passage, what is required before a document is destroyed?

- A. Written authorization from the records supervisor
- B. A waiting period of seven additional years
- C. Approval from the department that created it
- D. Removal of its entry from the index

Questions 64–66 are based on the following passage.

A backlog grows quietly. A few unfinished tasks left at the end of one day seem harmless, but added to the next day's workload they compound, and within a week the pile can become unmanageable. The clerk who clears small amounts of pending work daily avoids the crisis that builds from letting it accumulate.

64. What is the main idea of this passage?

- A. Backlogs are impossible for a single clerk to manage
- B. Clearing pending work daily prevents an unmanageable backlog
- C. Most office tasks should be left for the following day
- D. A backlog is a sign of poor supervision

65. According to the passage, what happens when unfinished tasks are added to the next day's workload?

- A. They are automatically reassigned to others
- B. They are removed from the clerk's responsibilities
- C. They become easier to finish over time
- D. They compound and can become unmanageable

66. Based on the passage, what does the clerk who avoids the crisis do?

- A. Works late every evening without exception
- B. Refuses to accept new tasks until caught up
- C. Clears small amounts of pending work daily
- D. Waits for a supervisor to redistribute the load

Questions 67–69 are based on the following passage.

When two clerks share responsibility for a task without a clear division of duties, the task is often either done twice or not at all, because each assumes the other has handled it. Assigning a single clerk clear ownership of each task removes this ambiguity. Shared effort is valuable, but responsibility should still rest with one identified person.

67. According to the passage, what often happens when two clerks share a task without clear division?

- A. The task is finished faster than usual
- B. The task is handled by a supervisor instead
- C. The clerks take turns each day
- D. The task is done twice or not at all

68. Based on the passage, what removes the ambiguity?

- A. Assigning a single clerk clear ownership of each task
- B. Rotating the task between the two clerks weekly
- C. Letting the clerks decide between themselves daily
- D. Having a supervisor perform the task personally

69. According to the passage, where should responsibility rest even when effort is shared?

- A. With whichever clerk has more time
- B. With the supervisor who assigned the task
- C. With one identified person
- D. With both clerks equally at all times

Questions 70–72 are based on the following passage.

A signature on a form is more than a formality; it certifies that the signer has reviewed the contents and accepts responsibility for them. A clerk who signs without reading takes on that responsibility blindly. For this reason, no clerk should sign any document until its contents have been read and understood.

70. What is the main point of this passage?

- A. Signatures on forms are merely a formality
- B. Only supervisors should sign official forms
- C. A clerk should read and understand a document before signing it
- D. Forms should be redesigned to remove signature lines

71. According to the passage, what does a signature certify?

- A. That the form was completed on time
- B. That the signer outranks the other staff
- C. That the form was filed in the correct place
- D. That the signer reviewed the contents and accepts responsibility

72. Based on the passage, what does a clerk who signs without reading do?

- A. Saves the office a significant amount of time
- B. Violates a rule that requires two signatures

- C. Takes on responsibility blindly
- D. Delegates the responsibility to the supervisor

Questions 73–75 are based on the following passage.

Consistency in formatting makes a set of documents easier to use. When every report uses the same headings, the same order of sections, and the same layout, a reader knows exactly where to find each piece of information. A reader faced with reports formatted differently each time must hunt for what should be in a predictable place.

73. What is the main point of this passage?

- A. Reports should be kept as short as possible
- B. Consistent formatting makes documents easier to use
- C. Formatting is less important than content
- D. Each report should use a unique layout

74. According to the passage, what does consistent formatting let a reader know?

- A. How long the report took to prepare
- B. Who wrote each section of the report
- C. Exactly where to find each piece of information
- D. Whether the report has been approved

75. Based on the passage, what must a reader do when reports are formatted differently each time?

- A. Request that the reports be rewritten
- B. Read only the first and last sections
- C. Compare the reports side by side
- D. Hunt for what should be in a predictable place

Record Keeping (76–90)

Questions 76–80 are based on the following table.

| Clerk | Week 1 | Week 2 | Week 3 | Week 4 |
|-------------|--------|--------|--------|--------|
| Tate | 90 | 105 | 120 | 85 |
| Ude | 110 | 95 | 100 | 120 |
| Voss | 135 | 130 | 140 | 125 |
| Webb | 70 | 80 | 75 | 65 |

(Table shows the number of records logged by each clerk per week.)

76. How many records did Ude log in Week 3?

- A. Ude logged 110 records in Week 3
- B. Ude logged 95 records in Week 3
- C. Ude logged 100 records in Week 3
- D. Ude logged 120 records in Week 3

77. What was Tate's total number of records logged over the four weeks?

- A. Tate logged 410 records in total
- B. Tate logged 400 records in total
- C. Tate logged 390 records in total
- D. Tate logged 420 records in total

78. Which clerk logged the most records in Week 3?

- A. Tate logged the most in Week 3
- B. Ude logged the most in Week 3
- C. Voss logged the most in Week 3
- D. Webb logged the most in Week 3

79. What was Webb's average number of records logged per week?

- A. Webb averaged 70 records per week
- B. Webb averaged 75 records per week
- C. Webb averaged 72.5 records per week
- D. Webb averaged 80 records per week

80. In Week 1, how many records were logged by all four clerks combined?

- A. The four clerks logged 405 records in Week 1
- B. The four clerks logged 395 records in Week 1
- C. The four clerks logged 415 records in Week 1
- D. The four clerks logged 390 records in Week 1

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

| Transaction | Amount | Running Balance |
|--------------------------|--------|-----------------|
| Beginning balance | — | \$600 |
| Deposit | +\$300 | ? (Row 1) |
| Payment | -\$450 | ? (Row 2) |
| Deposit | +\$250 | ? (Row 3) |
| Payment | -\$350 | ? (Row 4) |

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

- A. The balance after Row 1 is \$600
- B. The balance after Row 1 is \$750
- C. The balance after Row 1 is \$900
- D. The balance after Row 1 is \$850

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

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 \$650
- C. The balance after Row 3 is \$750
- D. The balance after Row 3 is \$700

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

85. By how much did the ending balance differ from the beginning balance of \$600?

- A. The ending balance was \$250 lower
- B. The ending balance was \$150 lower
- C. The ending balance was \$350 lower
- D. The ending balance was unchanged

Questions 86–90 are based on the following table.

| Region | Tickets Received | Tickets Resolved |
|--------|------------------|------------------|
| North | 180 | 90 |
| South | 120 | 60 |
| East | 160 | 120 |
| West | 200 | 150 |

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

- A. The North region received 180 tickets
- B. The North region received 120 tickets

- C. The North region received 160 tickets
- D. The North region received 200 tickets

87. What was the total number of tickets resolved across all four regions?

- A. A total of 400 tickets were resolved
- B. A total of 380 tickets were resolved
- C. A total of 440 tickets were resolved
- D. A total of 420 tickets were resolved

88. In the North region, what percent of received tickets were resolved?

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

89. Which region received the most tickets?

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

90. In the South region, how many more tickets were received than were resolved?

- A. The South had 60 more received than resolved
- B. The South had 40 more received than resolved
- C. The South had 30 more received than resolved
- D. The South had 50 more received than resolved

Using a Directory (91–100)

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

DIRECTORY:

| Name | Rm. No. | Ext. |
|------------|---------|------|
| Ames, Lou | 901 | 2801 |
| Burns, Kay | 903 | 2802 |
| Cobb, Roy | 905 | 2803 |
| Dale, Eve | 907 | 2804 |
| Egan, Sam | 909 | 2805 |
| Frye, Ned | 911 | 2806 |
| Gross, Ivy | 913 | 2807 |
| Hess, Cal | 915 | 2808 |

LIST OF CHANGES:

- All calls for persons not listed in the directory should be referred to Roy Cobb.
- Kay Burns is on leave; her calls should be referred to Ned Frye.
- Sam Egan has moved to room 920, and his extension is now 2850.

91. A call comes in for Kay Burns. To whom should it be referred?

- A. The call should be referred to Roy Cobb
- B. The call should go to Kay Burns in room 903
- C. The call should be referred to Eve Dale
- D. The call should be referred to Ned Frye

92. What is the extension for Lou Ames?

- A. Lou Ames's extension is 2805
- B. Lou Ames's extension is 2802
- C. Lou Ames's extension is 2803
- D. Lou Ames's extension is 2801

93. After his move, what is Sam Egan's room number?

- A. Sam Egan is now in room 920
- B. Sam Egan is now in room 909
- C. Sam Egan is now in room 911
- D. Sam Egan is now in room 913

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

- A. The call should be referred to Hess, Cal
- B. The call should be referred to Ned Frye
- C. The call should be referred to Ames, Lou
- D. The call should be referred to Roy Cobb

95. Which person is located in room 907?

- A. Room 907 belongs to Egan, Sam
- B. Room 907 belongs to Cobb, Roy
- C. Room 907 belongs to Frye, Ned
- D. Room 907 belongs to Dale, Eve

96. After the change to his extension, a call for Sam Egan should be directed to which extension?

- A. The call should go to extension 2850
- B. The call should go to extension 2805

- C. The call should go to extension 2806
- D. The call should go to extension 2807

97. What is the extension for Ivy Gross?

- A. Ivy Gross's extension is 2807
- B. Ivy Gross's extension is 2806
- C. Ivy Gross's extension is 2808
- D. Ivy Gross's extension is 2805

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

- A. Ned Frye is in room 905
- B. Ned Frye is in room 907
- C. Ned Frye is in room 909
- D. Ned Frye is in room 911

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

- A. Extension 2806, for Ned Frye
- B. Extension 2802, for Kay Burns
- C. Extension 2803, for Roy Cobb
- D. Extension 2801, for Lou Ames

100. A caller asks to reach Cal Hess directly. What is the extension?

- A. Cal Hess's extension is 2808
- B. Cal Hess's extension is 2807
- C. Cal Hess's extension is 2806
- D. Cal Hess's extension is 2805

PRACTICE EXAM 8: ANSWER KEY AND EXPLANATIONS

1. B — Two pairs match exactly (XQTBM and KPFDW); the other two each contain a transposition (39174/39147 and 80265/80256). 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. D — R is five letters after M, so the answer is five letters after F: G, H, I, J, K, landing on K. Count the gap in one pair and apply the same gap to the other. Knowing alphabet spacing makes these quick.

4. A — PLANT contains four consonants, P, L, N, and T, with A as the only vowel. Separate consonants from vowels and count only the consonants. Careful letter classification prevents miscounts.
5. A — The positions D=4, E=5, S=19, K=11 sum to 39. 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 KQLM, 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. C — The digit 3 appears four times, alternating with the other digits across the string. Tally each occurrence in a single left-to-right pass. Deliberate counting yields the exact total.
8. B — Counting from the left (R, P, 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 — Five words contain "o" more than once: Spoon, broom, igloo, cocoa, and droop. Check each word individually for a repeated letter. Word-by-word checking is the disciplined method.
10. C — Three positions after C, H, and L gives F, K, and O respectively. Apply the same shift to each letter. Consistent letter-shifting answers coding-style items.
11. D — The pair "ST" appears three times in the listed groups; the "TS" 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 1. Identify the center position by count, not by value. Positional location is a basic operation.
13. B — Numbering backward, Z=1 through W gives $26 - 22 = 4$. Apply the reverse mapping carefully. Reverse-alphabet reasoning tests flexible letter-position knowledge.
14. B — Reading without overlap, "2 7 5" appears three complete times before the trailing 2. Segment the string into non-overlapping blocks. Recognizing repeated sequences is a pattern skill.
15. D — The group K2L4M6N contains three digits: 2, 4, and 6. Separate digits from letters and count only the digits. Character classification is simple but error-prone.
16. D — In TENNESSEE, E appears exactly four times, while N and S each appear twice. Tally each distinct letter. Frequency counting tests careful enumeration.
17. C — An odd digit immediately precedes an even digit five times: 1-4, 3-6, 5-8, 7-2, and 9-0. Check each adjacent pair against both conditions. Adjacency-with-condition counting is a recurring format.
18. A — Reading left to right, the first letter that falls alphabetically after N is Q (F, C, K, and B all precede N). Scan in order and stop at the first qualifying letter. Combining order with a threshold is a standard task.
19. A — "NECESSARY" is misspelled; necessary has one c and two s's. Signature, office, and process are correctly spelled. Necessary's single-c, double-s pattern is a frequent stumbling point.
20. B — "SEPERATE" is misspelled; separate has "par" in the middle. Manager, requests, and routine are correct. Separate is misled by its pronunciation.
21. A — "PRIVELEGE" is misspelled; privilege uses the -ilege root with no extra vowel. Employee, every, and department are correct. Privilege is commonly misspelled by altering the vowels.
22. C — "OCCURENCE" is misspelled; occurrence doubles both the c and the r. Office, record, and log are correct. The doubled-consonant rule governs occurrence.
23. D — "CATEGERY" is misspelled; category is spelled cat-e-gory. Supervisor, approval, and document are correct. The internal vowel sequence is the feature most often missed.
24. D — "MAINTENENCE" is misspelled; maintenance is spelled -tenance. Committee, review, and budget are correct. Maintenance is a commonly misspelled business word.

25. C — "ACKNOWLEDGE" is misspelled; acknowledge keeps the d after the e. Confirm, meeting, and schedule are correct. The internal d is commonly omitted.
26. D — "EXISTANCE" is misspelled; existence ends in -ence. Clerk, quantity, and quality are correct. The -ence ending governs this word.
27. B — "RECOMEND" is misspelled; recommend has one c and two m's. Director, policy, and staff are correct. Recommend's single-c, double-m pattern is a common error.
28. D — "EMBARASSMENT" is misspelled; embarrassment has two r's and two s's. Typist, prepare, and letter are correct. Embarrass and its forms are classic double-double-letter words.
29. C — "LIASON" is misspelled; liaison has the i-a-i sequence. Office, maintain, and records are correct. Liaison's vowel run makes it a frequent error.
30. C — "GOVERNMENT" is misspelled; government keeps the silent n after "gover." Department, report, and review are correct. The hidden n is the letter careless spellers drop.
31. B — "PERSEVERENCE" is misspelled; perseverance ends in -ance. Trainee, filing, and system are correct. Perseverance is misspelled by using -ence.
32. C — "DIFFERANT" is misspelled; different ends in -ent. Clerk, transfer, and noon are correct. The -ent ending governs this word.
33. A — "MISCELANEOUS" is misspelled; miscellaneous has a double l. Sorted, placed, and cabinet are correct. Recognizing the correct doubling is the key.
34. A — Larson files first: among Larson, Latham, Lawson, Layton, "lar" precedes "lat," "law," and "lay" at the third letter. Compare unit by unit to the first difference. This is the foundational alphabetizing method.
35. B — Garland files second: the order is Gardner, Garland, Garrett, Garvey (after "gar," the letters run d, l, r, v). The first point of difference decides order. Counting to the requested position gives the answer.
36. C — Bishop files third: the order is Bingham, Bird, Bishop, Bittner (after "bi," compare n, r, s, t). Careful letter comparison settles closely spaced names.
37. A — Norton files last: the order is Noble, Nolan, Norris, Norton (after "no," compare b, l, r, r, then Norris vs Norton by the fourth letter). The third and fourth letters rank the names. Methodical comparison places the final name.
38. C — Sudler files first: among Sudler, Sullivan, Sumner, Sutton, "sud" precedes "sul," "sum," and "sut" at the third letter. Compare to the first difference. The third letter decides among these S-names.
39. B — McLeod files third: treating each prefix as part of the surname, the order is MacLean, McKay, McLeod, McNair (maclean, mckay, mcleod, mcnair). After "mc," compare k, l, n. Mac and Mc file by their actual letters.
40. D — Forest Realty files third: with numbers spelled out, the order is Fifth Gate, 5th Lane (Fifth), Forest, Foster. The two "Fifth" entries file first, then "Forest" precedes "Foster." Numbers are filed as if written in words.
41. B — Boyd files second: the order is Bowen, Boyd, Boyer, Boyle. "Bow" precedes "boy," and among the "boy-" names, "boyd" precedes "boye" and "boyl." The fourth letter ranks them. Counting to the second slot avoids a position error.
42. C — Reese files third: treating the hyphenated name as one unit, the order is Reed, Reed-Cole, Reese, Reeves (reed, reedcole, reese, reeves). "Reed" alone files first, then "reedcole" precedes "reese." Hyphenated names index as a continuous unit.

43. A — Harmon files first: among Harmon, Harper, Harris, Hartley, "harm" precedes "harp," "harr," and "hart" at the fourth letter. Compare to the first difference. The fourth letter governs these H-names.
44. C — Quinton files last: the order is Quimby, Quincy, Quinlan, Quinton (after "qui," compare m, n, then the "quin-" names by the fifth letter: c, l, t). The fifth letter ranks Quinton last. Methodical comparison places the final name.
45. B — Vance files second: the order is Valdez, Vance, Vargas, Vaughn (after "va," compare l, n, r, u). Compare the third letter to rank the names. Counting to the second slot gives the answer.
46. B — "The clerk and the courier were both on time today" is correct: a compound subject joined by "and" is plural and takes "were." The other choices mismatch a singular subject ("carton," "each," "neither") with a plural verb. Matching the verb to the true subject is the most-tested usage rule.
47. C — "The list of supplies were left on the counter" contains the error: the singular subject "list" requires "was." The phrase "of supplies" is a distraction. Identifying the true subject across an intervening phrase is essential.
48. B — "The contract, which was unsigned, was returned today" correctly brackets the nonrestrictive clause with paired commas. The other versions omit or misplace a comma. Nonrestrictive clauses take commas on both sides.
49. A — "Sent to her and the new clerk" is correct: "her" is the object of the preposition "to." The other choices use the subject forms "she" or "he" where an object pronoun is required. Prepositions take object pronouns.
50. B — "The fax failed; the clerk mailed the form instead" correctly joins two independent clauses with a semicolon. A comma alone would splice them, and a semicolon needs no conjunction. The semicolon links two independent clauses.
51. B — "The staff finished their reports this week" is correct, with consistent past tense and the proper "their." The other choices misuse "there," "they're," or leave a fragment. Tense and pronoun form must both be correct.
52. C — "The courier delivered the package and signed out" 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 strong effect on accuracy" is correct because "effect" is the needed noun. The distractors use "effect" as a verb where "affect" is required, or "affect" where it does not fit. The affect/effect distinction is a high-frequency item.
54. B — "After sealing the envelope, the clerk mailed it" correctly places a comma after the introductory phrase. The other versions misplace the comma. A comma follows an introductory phrase.
55. C — "The clerk and she labeled the storage bins" is correct, using the subject pronoun "she" in a compound subject. The other choices use the object form "her" as a subject. Compound subjects take subject pronouns.
56. A — "Stained with ink, the clerk discarded the page" contains a misplaced (dangling) modifier, since the clerk was not stained with ink. The modifier should describe the page. Misplaced modifiers are a favored error type.
57. B — "Filing, sorting, and answering calls" uses parallel -ing forms throughout. The other versions mix infinitives with gerunds. Parallel structure requires matching grammatical forms in a series.

58. D — "There were fewer errors in this draft than the last" is correct: "fewer" for countable nouns and the plural "were." "Less" is for uncountable quantities. The fewer/less distinction is regularly tested.
59. D — "The report was signed by Director Pace on Monday" correctly capitalizes the title before the name and the day of the week. The others mis-capitalize. Titles preceding a name and days are capitalized.
60. B — "The clerk should have verified the count first" is correct; "should have," not "should of," is the proper form. The other choices all use the incorrect "of." "Have," not "of," follows a modal verb.
61. A — Documents older than seven years are moved to long-term storage, as stated. The other actions contradict the passage. Reading the stated rule answers the question.
62. D — The new storage location is recorded so the document can still be located if needed, per the passage. The other reasons are unsupported. The stated purpose is the answer.
63. A — Written authorization from the records supervisor is required before a document is destroyed, as stated. The other conditions are not mentioned. The stated requirement answers the question.
64. B — The main idea is that clearing pending work daily prevents an unmanageable backlog, developed throughout the passage. The other choices distort the message. Identifying the central idea distinguishes it from details.
65. D — Unfinished tasks added to the next day's workload compound and can become unmanageable, as stated. The other outcomes are unsupported. The stated consequence is the answer.
66. C — The clerk who avoids the crisis clears small amounts of pending work daily, per the passage. The other actions are not the passage's point. The stated habit answers the question.
67. D — When two clerks share a task without clear division, it is often done twice or not at all, as stated. The other outcomes are unsupported. The stated consequence is the answer.
68. A — Assigning a single clerk clear ownership of each task removes the ambiguity, per the passage. The other approaches are not endorsed. The stated solution answers the question.
69. C — Even when effort is shared, responsibility should rest with one identified person, as stated. The other options contradict the passage. The stated principle is the answer.
70. C — The main point is that a clerk should read and understand a document before signing it, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
71. D — A signature certifies that the signer reviewed the contents and accepts responsibility, as stated. The other options are not mentioned. The stated meaning answers the question.
72. C — A clerk who signs without reading takes on responsibility blindly, per the passage. The other outcomes are unsupported. The stated consequence is the answer.
73. B — The main point is that consistent formatting makes documents easier to use, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
74. C — Consistent formatting lets a reader know exactly where to find each piece of information, as stated. The other options are not mentioned. The stated benefit answers the question.
75. D — When reports are formatted differently each time, a reader must hunt for what should be in a predictable place, per the passage. The other actions are unsupported. The stated consequence is the answer.
76. C — Ude logged 100 records in Week 3, read at the Ude-row, Week 3-column intersection. Locate the correct cell. Accurate table reading is foundational.
77. B — Tate's total is $90 + 105 + 120 + 85 = 400$ records. Sum every value in Tate's row. Row totaling is a basic record-keeping task.

78. C — Voss logged the most in Week 3, with 140, exceeding Tate (120), Ude (100), and Webb (75). Compare the Week 3 column. Finding a column maximum is a standard comparison.
79. C — Webb's average is $(70 + 80 + 75 + 65) = 290 \div 4 = 72.5$ records per week. Sum the values, then divide by four. The two-step average is a core calculation.
80. A — Week 1's combined total is $90 + 110 + 135 + 70 = 405$ records. Add the Week 1 value from each row. Summing a column is a routine task.
81. C — Starting from \$600, the first deposit of \$300 gives a running balance of \$900. Apply each transaction in order. Sequential updating is the running-balance method.
82. B — From \$900, the payment of \$450 reduces the balance to \$450. Subtract the payment from the prior balance. Each step builds on the one before.
83. D — From \$450, the second deposit of \$250 raises the balance to \$700. Carry the prior balance forward and add. Processing transactions in order prevents errors.
84. D — From \$700, the final payment of \$350 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 \$250 lower than the beginning balance of \$600. Subtract the ending from the beginning. Comparing endpoints summarizes the net change.
86. A — The North region received 180 tickets, read from the Received column of the North row. Locate the correct cell. Direct table lookup answers the question.
87. D — Total resolved is $90 + 60 + 120 + 150 = 420$ tickets. Sum the Resolved column. Column totaling is a routine calculation.
88. D — In the North, 90 of 180 received were resolved: $90 \div 180 = 50$ percent. Divide resolved by received and convert. The "what percent of" calculation is a key skill.
89. A — The West received the most, at 200, exceeding North (180), South (120), and East (160). Compare the Received column for the maximum. Identifying the highest value is a basic comparison.
90. A — The South received 60 more than were resolved: $120 - 60 = 60$. Subtract resolved from received. Simple subtraction answers the difference question.
91. D — A call for Kay Burns is referred to Ned Frye, per the change noting Burns is on leave. Apply the referral rather than routing to Burns. Following referral changes is a core directory skill.
92. D — Lou Ames's extension is 2801, read directly from his entry; no change affects it. Locate the correct row and extension. A straightforward lookup answers the question.
93. A — After his move, Sam Egan is in room 920, per the change. Apply the updated room number, not the original 909. Answering against the updated directory is essential.
94. D — A call for Dana Webb, who is unlisted, is referred to Roy Cobb under the catch-all rule. Confirm the name is absent, then apply the rule. The catch-all rule governs unlisted names.
95. D — Room 907 belongs to Eve Dale, matched from the room column. Search the room column for 907. Reverse lookup by room is a standard task.
96. A — After the change, a call for Sam Egan goes to extension 2850, replacing the original 2805. Apply the listed change before answering. Using the current extension is the point.
97. A — Ivy Gross's extension is 2807, read from her entry, which no change affects. Locate the correct extension cell. Accurate lookup answers the question.
98. D — Ned Frye is in room 911, 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 Kay Burns is referred to Ned Frye, whose extension is 2806. Follow the referral, then read the referred person's extension. Chaining a referral to a lookup is a multi-step task.

100. A — Cal Hess's extension is 2808, read directly from his entry. No change affects it. A direct lookup yields the extension.