

PRACTICE EXAM 9: CLERK-TYPIST SIMULATION

Operations with Letters and Numbers (1–18)

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

BQXTM — BQXTM
57913 — 57913
KPDFW — KPDFW
80426 — 80246

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

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

MQRT — MQRT
4827 — 4827
WKLP — WKPL
6053 — 6053

- 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 B as Q is after L in the alphabet?

- A. The letter is G
- B. The letter is F
- C. The letter is H
- D. The letter is E

4. How many consonants are in the word GLOVE?

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

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

- A. The values total 26
- B. The values total 28
- C. The values total 32
- D. The values total 30

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

8273 — 8273
KQML — KQML
3915 — 3951
RPTV — RPTV

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

7. In the number string below, how many times does the digit 2 appear?

2 6 2 9 2 4 2 7

- A. The digit 2 appears five times
- B. The digit 2 appears three times
- C. The digit 2 appears four times
- D. The digit 2 appears six times

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

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

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

"Moon book pool root good fool."

- 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 E, J, and N in the alphabet?

- A. The letters are F, K, and O
- B. The letters are G, L, and P
- C. The letters are H, M, and Q
- D. The letters are G, K, and P

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

MN NM MN MN NM

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

12. In the number 7 2 5 9 3 8 1, which digit lies in the exact middle position?

- A. The middle digit is 5
- B. The middle digit is 3
- C. The middle digit is 8
- D. The middle digit is 9

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

14. Reading left to right without overlap, how many complete "3 9 4" sequences appear in the string below?

3 9 4 3 9 4 3 9 4 3

- A. The sequence appears three complete times
- B. The sequence appears two 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?

P3Q5R7S

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

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

- A. The letter appearing three times is A
- B. The letter appearing three times is N
- C. The letter appearing three times is B
- D. The letter appearing three times is R

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

2 5 4 7 6 9 8 1 0 3

- 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 six times
- D. An even-before-odd pair occurs five times

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

D B M F R A

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

Spelling (19–33) — choose the ending that correctly completes the word

19. Which choice correctly completes the word NEC___ ?

- A. cessary
- B. essary
- C. esary
- D. cesary

20. Which choice correctly completes the word ACCOM___ ?

- A. odate
- B. adate
- C. idate
- D. modate

21. Which choice correctly completes the word SEP___ ?

- A. erate
- B. arate
- C. erete
- D. arete

22. Which choice correctly completes the word PRIV___ ?

- A. iledge
- B. eledge
- C. ilege
- D. elege

23. Which choice correctly completes the word OCC___ ?

- A. ured
- B. urd
- C. ureed
- D. urred

24. Which choice correctly completes the word EMB___ ?

- A. aras
- B. arrass
- C. arass
- D. arras

25. Which choice correctly completes the word DEFIN___ ?

- A. ately
- B. itly
- C. etely
- D. itely

26. Which choice correctly completes the word GOVERN___ ?

- A. mant
- B. mment

- C. ment
- D. ement

27. Which choice correctly completes the word MAINTEN___ ?

- A. ance
- B. ence
- C. ince
- D. anse

28. Which choice correctly completes the word CATEG___ ?

- A. ory
- B. ery
- C. ary
- D. iry

29. Which choice correctly completes the word EXIST___ ?

- A. ance
- B. anse
- C. ense
- D. ence

30. Which choice correctly completes the word BUS___ ?

- A. iness
- B. ness
- C. yness
- D. eness

31. Which choice correctly completes the word RECOM___ ?

- A. end
- B. mend
- C. mmend
- D. ment

32. Which choice correctly completes the word CALEND___ ?

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

33. Which choice correctly completes the word SCHED___ ?

- A. ule
- B. uel
- C. ole
- D. uele

Alphabetizing and Filing (34–45)

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

- A. Mason, Liv
- B. Mathis, Liv
- C. Mayer, Liv
- D. Marsh, Liv

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

- A. Carey, Sky
- B. Carter, Sky
- C. Carlson, Sky
- D. Carver, Sky

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

- A. Benson, Roy
- B. Bennett, Roy
- C. Bell, Roy
- D. Bentley, Roy

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

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

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

- A. Porter, Cal
- B. Powell, Cal
- C. Pope, Cal
- D. Poole, Cal

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

- A. Oakes, Ula
- B. Ogden, Ula
- C. O'Hara, Ula
- D. Olsen, Ula

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

- A. 6th Avenue Deli
- B. Stark Realty
- C. Sutter Books
- D. Sixth Bell Cafe

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

- A. Welch, Ned
- B. Wells, Ned
- C. Welton, Ned
- D. Weldon, Ned

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

- A. Langford, Bea
- B. Lane, Bea
- C. Lane-Hill, Bea
- D. Langley, Bea

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

- A. Frost, Jo
- B. Foster, Jo
- C. Fowler, Jo
- D. Franklin, Jo

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

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

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

- A. Napier, Ada
- B. Nathan, Ada

- C. Nash, Ada
- D. Navarro, Ada

English Usage and Grammar (46–60)

46. Which sentence is written correctly?

- A. The clerk and the driver were both on the list
- B. The crate of folders were stored in the closet
- C. Each of the windows were left unlocked overnight
- D. Neither of the keys were found after the search

47. Which sentence contains a grammatical error?

- A. The committee has revised its annual report
- B. The stack of forms were left on the desk
- C. Everyone in the unit has a personal locker
- D. Neither answer was correct on the test

48. Which sentence uses commas correctly?

- A. The ledger which was outdated, has been replaced
- B. The ledger, which was outdated has been replaced
- C. The ledger which, was outdated has been replaced
- D. The ledger, which was outdated, has been replaced

49. Which sentence is correct?

- A. The keys were given to she and the trainee
- B. The keys were given to he and the trainee
- C. The keys were given to she and I last week
- D. The keys were given to her and the trainee

50. Which sentence uses the semicolon correctly?

- A. The line was busy, the clerk called back later
- B. The line was busy; the clerk called back later
- C. The line was busy; and the clerk called back
- D. Although the line was busy; the call went through

51. Which sentence is written correctly?

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

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

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

53. Which sentence uses the correct word?

- A. The outage did not effect the filing deadline
- B. The change will effect every clerk next month
- C. The upgrade had a clear effect on accuracy
- D. The clerk hoped the memo 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 her sorted the incoming mail
- B. Her and the clerk sorted the incoming mail
- C. The clerk sorted the mail with she helping
- D. The clerk and she sorted the incoming mail

56. Which sentence contains a misplaced modifier?

- A. The clerk filed the form, which was incomplete
- B. The form, left incomplete, was returned for review
- C. Left incomplete, the form was returned for review
- D. Left incomplete, the clerk returned the form

57. Which sentence uses parallel structure correctly?

- A. The job covers sorting, to label, and shipping
- B. The job covers to sort, labeling, and shipping
- C. The job covers sorting, labeling, and shipping
- D. The job covers sorting, labeling, and to ship

58. Which sentence is correct?

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

59. Which sentence uses capitalization correctly?

- A. the notice was issued by Director Hale on Friday
- B. The notice was issued by director Hale on friday
- C. The notice was issued by Director Hale on Friday
- D. The Notice was issued by director hale on Friday

60. Which sentence is written correctly?

- A. The clerk should have logged the entry on arrival
- B. The clerk should of logged the entry on arrival
- C. The clerk could of caught the error in review
- D. The clerk must of left the file in the back room

Understanding Written Material (61–75)

Questions 61–63 are based on the following passage.

Sensitive personnel files may be viewed only by authorized staff and must be signed out and signed back in each time they are used. A file left unattended on a desk, even briefly, risks being seen by someone without authorization. For this reason, an open personnel file should never be left in view when the clerk steps away.

61. According to the passage, who may view sensitive personnel files?

- A. Any staff member in the building
- B. Only authorized staff
- C. Anyone who signs the visitor log
- D. Only the records supervisor

62. Based on the passage, what is the risk of leaving a file unattended on a desk?

- A. The file may be misfiled by another clerk
- B. The file may be damaged by spills
- C. It risks being seen by someone without authorization
- D. The file may be removed from the building

63. According to the passage, what should never happen when the clerk steps away?

- A. The file should not be signed back in
- B. An open personnel file should not be left in view
- C. The desk should not be left locked
- D. The file should not be returned to storage

Questions 64–66 are based on the following passage.

Proofreading is most effective when done after a short break rather than immediately. A clerk who finishes a document and reviews it at once tends to read it as intended rather than as written, missing the same errors that slipped in during typing. Stepping away briefly resets the eye, making mistakes easier to spot on return.

64. What is the main idea of this passage?

- A. Proofreading works best after a short break
- B. Documents should be proofread by a second person
- C. Most typing errors cannot be prevented
- D. Proofreading immediately is always sufficient

65. According to the passage, what does a clerk who reviews a document at once tend to do?

- A. Catch every error on the first pass
- B. Take longer than necessary to review
- C. Read it as intended rather than as written
- D. Skip the review of the final section

66. Based on the passage, what does stepping away briefly do?

- A. Reduces the total length of the document
- B. Allows another clerk to take over
- C. Makes the document appear shorter
- D. Resets the eye, making mistakes easier to spot

Questions 67–69 are based on the following passage.

An office's supply budget is easier to manage when purchases are recorded as they happen rather than reconstructed at month's end. A running record shows at any moment how much of the budget remains, allowing the office to slow spending before funds run low. Reconstructing the figures later invites errors and offers no warning along the way.

67. According to the passage, when should supply purchases be recorded?

- A. Only at the end of each month
- B. Whenever the budget is reviewed

- C. As they happen
- D. After the funds have run low

68. Based on the passage, what does a running record show at any moment?

- A. Which supplier offers the lowest price
- B. How many clerks have made purchases
- C. How much of the budget remains
- D. When the next budget will be approved

69. According to the passage, what is the drawback of reconstructing the figures later?

- A. It requires approval from a supervisor
- B. It takes less time than a running record
- C. It produces a more accurate total
- D. It invites errors and offers no warning along the way

Questions 70–72 are based on the following passage.

A clerk asked to do something that seems to conflict with office policy should seek clarification before acting, not simply refuse and not simply comply. There may be an exception the clerk is unaware of, or the request may indeed be a mistake. Asking resolves the question without either ignoring policy or defying a legitimate instruction.

70. What is the main point of this passage?

- A. A clerk should always follow any instruction given
- B. A clerk facing an apparent policy conflict should seek clarification
- C. A clerk should refuse any request that seems unusual
- D. Office policy should be rewritten to remove exceptions

71. According to the passage, why might a seemingly conflicting request still be valid?

- A. Because supervisors are always correct
- B. Because policy does not apply to clerks
- C. Because there may be an exception the clerk is unaware of
- D. Because all requests are reviewed in advance

72. Based on the passage, what does asking for clarification accomplish?

- A. It transfers responsibility to the supervisor
- B. It delays the task until the next day
- C. It resolves the question without ignoring policy or defying an instruction
- D. It creates a written record of the disagreement

Questions 73–75 are based on the following passage.

Labeling a file clearly is as important as filing it correctly. A file placed in the right location but labeled vaguely can still be hard to find, because the person searching cannot confirm its contents without opening it. A clear, specific label lets a clerk identify the right file at a glance and return it to its proper place afterward.

73. What is the main point of this passage?

- A. Clear labeling is as important as correct filing
- B. Files should be opened to confirm their contents
- C. Filing location matters more than labeling
- D. Labels should be kept as short as possible

74. According to the passage, what is the problem with a vaguely labeled file?

- A. It is usually placed in the wrong location
- B. It takes up more space than other files
- C. The searcher cannot confirm its contents without opening it
- D. It cannot be entered into the index

75. Based on the passage, what does a clear, specific label let a clerk do?

- A. Avoid using the filing index entirely
- B. Store more files in the same cabinet
- C. Identify the right file at a glance
- D. Skip signing the file out

Record Keeping (76–90)

Questions 76–80 are based on the following table.

Clerk	Week 1	Week 2	Week 3	Week 4
Akin	85	100	115	80
Beck	105	95	110	100
Cano	130	125	135	140
Dunn	65	75	70	60

(Table shows the number of forms handled by each clerk per week.)

76. How many forms did Beck handle in Week 1?

- A. Beck handled 105 forms in Week 1
- B. Beck handled 95 forms in Week 1
- C. Beck handled 110 forms in Week 1
- D. Beck handled 100 forms in Week 1

77. What was Akin's total number of forms handled over the four weeks?

- A. Akin handled 380 forms in total
- B. Akin handled 390 forms in total
- C. Akin handled 370 forms in total
- D. Akin handled 400 forms in total

78. Which clerk handled the most forms in Week 4?

- A. Akin handled the most in Week 4
- B. Beck handled the most in Week 4
- C. Dunn handled the most in Week 4
- D. Cano handled the most in Week 4

79. What was Dunn's average number of forms handled per week?

- A. Dunn averaged 67.5 forms per week
- B. Dunn averaged 70 forms per week
- C. Dunn averaged 65 forms per week
- D. Dunn averaged 75 forms per week

80. In Week 2, how many forms were handled by all four clerks combined?

- A. The four clerks handled 405 forms in Week 2
- B. The four clerks handled 385 forms in Week 2
- C. The four clerks handled 395 forms in Week 2
- D. The four clerks handled 415 forms 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	—	\$700
Deposit	+\$250	? (Row 1)
Payment	-\$400	? (Row 2)
Deposit	+\$300	? (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 \$700
- B. The balance after Row 1 is \$450
- C. The balance after Row 1 is \$950
- 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 \$600
- B. The balance after Row 2 is \$500
- C. The balance after Row 2 is \$650
- 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 \$850
- B. The balance after Row 3 is \$800
- C. The balance after Row 3 is \$750
- D. The balance after Row 3 is \$900

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

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

85. By how much did the ending balance differ from the beginning balance of \$700?

- A. The ending balance was \$300 lower
- B. The ending balance was \$100 lower
- C. The ending balance was unchanged
- D. The ending balance was \$200 lower

Questions 86–90 are based on the following table.

Region	Calls Received	Calls Answered
North	200	100
South	140	70
East	160	120
West	180	90

86. How many calls were received in the West region?

- A. The West region received 200 calls
- B. The West region received 140 calls
- C. The West region received 160 calls
- D. The West region received 180 calls

87. What was the total number of calls answered across all four regions?

- A. A total of 400 calls were answered
- B. A total of 360 calls were answered

- C. A total of 380 calls were answered
- D. A total of 420 calls were answered

88. In the North region, what percent of received calls were answered?

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

89. Which region received the most calls?

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

90. In the South region, how many more calls were received than were answered?

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

Using a Directory (91–100)

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

DIRECTORY:

Name	Rm. No.	Ext.
Abbott, Roy	1001	3901
Boyle, Sue	1003	3902
Cano, Tess	1005	3903
Dunn, Earl	1007	3904
Engel, Nora	1009	3905
Frost, Hugo	1011	3906
Gates, Lily	1013	3907
Hayes, Owen	1015	3908

LIST OF CHANGES:

- All calls for persons not listed in the directory should be referred to Tess Cano.
- Sue Boyle is on leave; her calls should be referred to Hugo Frost.

- Nora Engel has moved to room 1020, and her extension is now 3950.

91. A call comes in for Sue Boyle. To whom should it be referred?

- A. The call should be referred to Tess Cano
- B. The call should be referred to Hugo Frost
- C. The call should go to Sue Boyle in room 1003
- D. The call should be referred to Earl Dunn

92. What is the extension for Roy Abbott?

- A. Roy Abbott's extension is 3902
- B. Roy Abbott's extension is 3901
- C. Roy Abbott's extension is 3903
- D. Roy Abbott's extension is 3904

93. After her move, what is Nora Engel's room number?

- A. Nora Engel is now in room 1020
- B. Nora Engel is now in room 1009
- C. Nora Engel is now in room 1011
- D. Nora Engel is now in room 1013

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

- A. The call should be referred to Hayes, Owen
- B. The call should be referred to Tess Cano
- C. The call should be referred to Hugo Frost
- D. The call should be referred to Abbott, Roy

95. Which person is located in room 1007?

- A. Room 1007 belongs to Engel, Nora
- B. Room 1007 belongs to Dunn, Earl
- C. Room 1007 belongs to Cano, Tess
- D. Room 1007 belongs to Frost, Hugo

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

- A. The call should go to extension 3950
- B. The call should go to extension 3905
- C. The call should go to extension 3906
- D. The call should go to extension 3907

97. What is the extension for Lily Gates?

- A. Lily Gates's extension is 3907
- B. Lily Gates's extension is 3906
- C. Lily Gates's extension is 3908
- D. Lily Gates's extension is 3905

98. A caller asks for Hugo Frost's room number. What is it?

- A. Hugo Frost is in room 1009
- B. Hugo Frost is in room 1011
- C. Hugo Frost is in room 1013
- D. Hugo Frost is in room 1015

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

- A. Extension 3902, for Sue Boyle
- B. Extension 3903, for Tess Cano
- C. Extension 3906, for Hugo Frost
- D. Extension 3901, for Roy Abbott

100. A caller asks to reach Owen Hayes directly. What is the extension?

- A. Owen Hayes's extension is 3907
- B. Owen Hayes's extension is 3908
- C. Owen Hayes's extension is 3906
- D. Owen Hayes's extension is 3905

PRACTICE EXAM 9: ANSWER KEY AND EXPLANATIONS

1. D — Three pairs match exactly (BQXTM, 57913, and KPDFW); only 80426 versus 80246 differs, by a transposition. Compare character by character and stop at the first difference. Catching transposed characters is the core verification skill.
2. B — Three pairs match exactly; only WKLP versus WKPL differs, by a transposed final pair. Read each pair to the end and note the one mismatch. Verifying copies against an original is a daily clerical task.
3. A — Q is five letters after L, so the answer is five letters after B: C, D, E, F, G, landing on G. Count the gap in one pair and apply the same gap to the other. Knowing alphabet spacing makes these quick.
4. D — GLOVE contains three consonants, G, L, and V, with O and E as vowels. Separate consonants from vowels and count only the consonants. Careful letter classification prevents miscounts.
5. D — The positions M=13, A=1, P=16 sum to 30. Translate each letter to its number and add, writing values down to avoid slips. Letter-to-number conversion is a standard operation.
6. C — Only one pair is NOT alike: 3915 versus 3951, a transposed final pair; 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 2 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. D — Counting from the left (X, V, T, R, P, N), the sixth letter is N. Confirm the counting direction before answering. Position counting under a stated direction is a basic skill.
9. C — All six words contain "o" more than once: Moon, book, pool, root, good, and fool. Check each word individually for a repeated letter. Word-by-word checking is the disciplined method.
10. B — Two positions after E, J, and N gives G, L, and P respectively. Apply the same shift to each letter. Consistent letter-shifting answers coding-style items.
11. B — The pair "MN" appears three times in the listed groups; the "NM" groups do not match. Scan only for the exact target pair and tally each hit. Pattern matching within a string is a routine count.
12. D — In a seven-digit number, the middle is the fourth position, which holds 9. Identify the center position by count, not by value. Positional location is a basic operation.
13. A — Numbering backward, Z=1 through T gives $26 - 19 = 7$. Apply the reverse mapping carefully. Reverse-alphabet reasoning tests flexible letter-position knowledge.
14. A — Reading without overlap, "3 9 4" appears three complete times before the trailing 3. Segment the string into non-overlapping blocks. Recognizing repeated sequences is a pattern skill.
15. B — The group P3Q5R7S contains three digits: 3, 5, and 7. Separate digits from letters and count only the digits. Character classification is simple but error-prone.
16. A — In BANANA, A appears exactly three times, while N appears twice. Tally each distinct letter. Frequency counting tests careful enumeration.
17. D — An even digit immediately precedes an odd digit five times: 2-5, 4-7, 6-9, 8-1, and 0-3. Check each adjacent pair against both conditions. Adjacency-with-condition counting is a recurring format.
18. B — Reading left to right, the first letter that falls alphabetically after L is M (D and B precede L). Scan in order and stop at the first qualifying letter. Combining order with a threshold is a standard task.
19. B — "Necessary" is completed by "essary" (NEC + essary), giving one c and two s's. The other endings add a stray c or drop an s. Necessary's single-c, double-s pattern is a frequent stumbling point.
20. D — "Accommodate" is completed by "modate" (ACCOM + modate), giving two c's and two m's. The other endings drop the second m. Accommodate is one of the most misspelled business words.
21. B — "Separate" is completed by "arate" (SEP + arate), placing "par" in the middle. The other endings substitute an e for the a. Separate is misled by its pronunciation.
22. C — "Privilege" is completed by "ilege" (PRIV + ilege), with no extra d. The other endings insert a phantom d or alter the vowels. Privilege is commonly misspelled by adding a "d."
23. D — "Occurred" is completed by "urred" (OCC + urred), doubling the r. The other endings drop an r or alter the vowel. The doubled-consonant rule governs occurred.
24. B — "Embarrass" is completed by "arrass" (EMB + arrass), with two r's and two s's. The other endings drop one of the doubled letters. Embarrass is a classic double-double-letter word.
25. D — "Definitely" is completed by "itely" (DEFIN + itely), built on the root "finite." The other endings substitute an a or drop a letter. Definitely is among the most frequently misspelled words.
26. C — "Government" is completed by "ment" (GOVERN + ment), keeping the silent n in "govern." The other endings add or drop letters. The full "govern" base is the key to spelling it.
27. A — "Maintenance" is completed by "ance" (MAINTEN + ance), ending in -ance. The other endings use -ence or -anse. Maintenance is a commonly misspelled business word.

28. A — "Category" is completed by "ory" (CATEG + ory). The other endings substitute a different vowel. The -ory ending is the feature most often missed.
29. D — "Existence" is completed by "ence" (EXIST + ence), ending in -ence. The other endings use -ance or -ense. The -ence ending governs this word.
30. A — "Business" is completed by "iness" (BUS + iness), keeping the hidden i. The other endings drop or alter it. The silent i is the feature most often missed.
31. B — "Recommend" is completed by "mend" (RECOM + mend), giving one c and two m's. The other endings drop or add an m. Recommend's single-c, double-m pattern is a common error.
32. A — "Calendar" is completed by "ar" (CALEND + ar), ending in -ar. The other endings substitute -er, -or, or -ur. Calendar is misspelled by ending it in -er.
33. A — "Schedule" is completed by "ule" (SCHED + ule). The other endings reorder or alter the vowels. The -ule ending is the feature most often missed.
34. D — Marsh files first: among Marsh, Mason, Mathis, Mayer, "mar" precedes "mas," "mat," and "may" at the third letter. Compare unit by unit to the first difference. This is the foundational alphabetizing method.
35. C — Carlson files second: the order is Carey, Carlson, Carter, Carver (after "car," compare e, then the "car-" names by the fourth letter: l, t, v). The first point of difference decides order. Counting to the requested position gives the answer.
36. A — Benson files third: the order is Bell, Bennett, Benson, Bentley (after "ben," compare the names: Bell's second letter e then l, then Bennett, Benson, Bentley by the fourth letter n, n, t). Careful letter comparison settles closely spaced names.
37. C — Dawson files last: the order is Dalton, Daniels, Davis, Dawson (after "da," compare l, n, v, w). The third letter ranks the names. Methodical comparison places the final name.
38. D — Poole files first: among Poole, Pope, Porter, Powell, "poo" precedes "pop," "por," and "pow" at the third letter. Compare to the first difference. The third letter decides among these P- names.
39. C — O'Hara files third: treating the prefix as part of the surname, the order is Oakes, Ogden, O'Hara, Olsen (oakes, ogden, ohara, olsen). The apostrophe is ignored, so "oh" ranks after "og" and before "ol." The second letter ranks these O- names.
40. B — Stark Realty files third: with numbers spelled out, the order is 6th Avenue (Sixth), Sixth Bell, Stark, Sutter. The two "Sixth" entries file first, then "Stark" precedes "Sutter." Numbers are filed as if written in words.
41. D — Weldon files second: the order is Welch, Weldon, Wells, Welton (after "wel," compare c, d, l, t; "weld" precedes "well," and Welton's t comes last). The fourth letter ranks them. Counting to the second slot avoids a position error.
42. A — Langford files third: treating the hyphenated name as one unit, the order is Lane, Lane-Hill, Langford, Langley (lane, lanehill, langford, langley). "Lane" and "lanehill" (with e at the fourth letter) precede the "lang-" names (with g), and Langford precedes Langley. Hyphenated names index as a continuous unit.
43. B — Foster files first: among Foster, Fowler, Franklin, Frost, "fos" precedes "fow," and both "fo-" names precede the "fr-" names. Compare to the first difference. The second and third letters govern these F- names.
44. D — Quirk files last: the order is Quigley, Quincy, Quinn, Quirk (after "qui," compare g, n, n, r; "quir" comes after the "quin-" names). The fourth letter ranks Quirk last. Methodical comparison places the final name.
45. C — Nash files second: the order is Napier, Nash, Nathan, Navarro (after "na," compare p, s, t, v). Compare the third letter to rank the names. Counting to the second slot gives the answer.

46. A — "The clerk and the driver were both on the list" 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 stack of forms were left on the desk" contains the error: the singular subject "stack" requires "was." The phrase "of forms" is a distraction. Identifying the true subject across an intervening phrase is essential.
48. D — "The ledger, which was outdated, has been replaced" 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 — "Given to her and the trainee" 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 line was busy; the clerk called back later" 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. C — "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. A — "The clerk verified the figures and filed the report" is a complete sentence with subject, verb, and full thought. The other choices are dependent fragments. Recognizing complete sentences distinguishes them from fragments.
53. C — "Had a clear effect on accuracy" is correct because "effect" is the needed noun. The distractors use "effect" as a verb where "affect" is required, or "affect" where it does not fit. The affect/effect distinction is a high-frequency item.
54. B — "After stamping the form, the clerk filed it away" correctly places a comma after the introductory phrase. The other versions misplace the comma. A comma follows an introductory phrase.
55. D — "The clerk and she sorted the incoming mail" 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 returned the form" contains a misplaced (dangling) modifier, since the clerk was not left incomplete. The modifier should describe the form. Misplaced modifiers are a favored error type.
57. C — "Sorting, labeling, and shipping" 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 requests this week than last week" is correct: "fewer" for countable nouns and the plural "were." "Less" is for uncountable quantities. The fewer/less distinction is regularly tested.
59. C — "The notice was issued by Director Hale 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. A — "The clerk should have logged the entry on arrival" 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. B — Sensitive personnel files may be viewed only by authorized staff, as stated. The other options contradict the passage. Reading the stated rule answers the question.

62. C — A file left unattended risks being seen by someone without authorization, per the passage. The other risks are not mentioned. The stated consequence is the answer.
63. B — When the clerk steps away, an open personnel file should never be left in view, as stated. The other options are not the passage's point. The stated rule answers the question.
64. A — The main idea is that proofreading works best after a short break, developed throughout the passage. The other choices distort the message. Identifying the central idea distinguishes it from details.
65. C — A clerk who reviews a document at once tends to read it as intended rather than as written, as stated. The other outcomes are unsupported. The stated effect is the answer.
66. D — Stepping away briefly resets the eye, making mistakes easier to spot, per the passage. The other outcomes are unsupported. The stated benefit answers the question.
67. C — Supply purchases should be recorded as they happen, as stated. The other timings contradict the passage. The stated rule answers the question.
68. C — A running record shows at any moment how much of the budget remains, per the passage. The other options are not mentioned. The stated benefit is the answer.
69. D — Reconstructing the figures later invites errors and offers no warning along the way, as stated. The other options contradict the passage. The stated drawback answers the question.
70. B — The main point is that a clerk facing an apparent policy conflict should seek clarification, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
71. C — A seemingly conflicting request may still be valid because there may be an exception the clerk is unaware of, as stated. The other reasons are unsupported. The stated possibility is the answer.
72. C — Asking for clarification resolves the question without ignoring policy or defying an instruction, per the passage. The other outcomes are unsupported. The stated benefit answers the question.
73. A — The main point is that clear labeling is as important as correct filing, developed throughout the passage. The other choices distort the message. The central claim is stated directly.
74. C — With a vaguely labeled file, the searcher cannot confirm its contents without opening it, as stated. The other problems are not mentioned. The stated drawback is the answer.
75. C — A clear, specific label lets a clerk identify the right file at a glance, per the passage. The other options are unsupported. The stated benefit answers the question.
76. A — Beck handled 105 forms in Week 1, read at the Beck-row, Week 1-column intersection. Locate the correct cell. Accurate table reading is foundational.
77. A — Akin's total is $85 + 100 + 115 + 80 = 380$ forms. Sum every value in Akin's row. Row totaling is a basic record-keeping task.
78. D — Cano handled the most in Week 4, with 140, exceeding Akin (80), Beck (100), and Dunn (60). Compare the Week 4 column. Finding a column maximum is a standard comparison.
79. A — Dunn's average is $(65 + 75 + 70 + 60) \div 4 = 67.5$ forms 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 $100 + 95 + 125 + 75 = 395$ forms. Add the Week 2 value from each row. Summing a column is a routine task.
81. C — Starting from \$700, the first deposit of \$250 gives a running balance of \$950. Apply each transaction in order. Sequential updating is the running-balance method.
82. D — From \$950, the payment of \$400 reduces the balance to \$550. Subtract the payment from the prior balance. Each step builds on the one before.

83. A — From \$550, the second deposit of \$300 raises the balance to \$850. Carry the prior balance forward and add. Processing transactions in order prevents errors.
84. A — From \$850, the final payment of \$350 brings the balance to \$500. Subtract the payment from the prior balance. The ending figure depends on every prior step.
85. D — The ending balance of \$500 is \$200 lower than the beginning balance of \$700. Subtract the ending from the beginning. Comparing endpoints summarizes the net change.
86. D — The West region received 180 calls, read from the Received column of the West row. Locate the correct cell. Direct table lookup answers the question.
87. C — Total answered is $100 + 70 + 120 + 90 = 380$ calls. Sum the Answered column. Column totaling is a routine calculation.
88. D — In the North, 100 of 200 received were answered: $100 \div 200 = 50$ percent. Divide answered by received and convert. The "what percent of" calculation is a key skill.
89. B — The North received the most, at 200, exceeding South (140), East (160), and West (180). Compare the Received column for the maximum. Identifying the highest value is a basic comparison.
90. A — The South received 70 more than were answered: $140 - 70 = 70$. Subtract answered from received. Simple subtraction answers the difference question.
91. B — A call for Sue Boyle is referred to Hugo Frost, per the change noting Boyle is on leave. Apply the referral rather than routing to Boyle. Following referral changes is a core directory skill.
92. B — Roy Abbott's extension is 3901, 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, Nora Engel is in room 1020, per the change. Apply the updated room number, not the original 1009. Answering against the updated directory is essential.
94. B — A call for Dana Reed, who is unlisted, is referred to Tess Cano under the catch-all rule. Confirm the name is absent, then apply the rule. The catch-all rule governs unlisted names.
95. B — Room 1007 belongs to Earl Dunn, matched from the room column. Search the room column for 1007. Reverse lookup by room is a standard task.
96. A — After the change, a call for Nora Engel goes to extension 3950, replacing the original 3905. Apply the listed change before answering. Using the current extension is the point.
97. A — Lily Gates's extension is 3907, read from her entry, which no change affects. Locate the correct extension cell. Accurate lookup answers the question.
98. B — Hugo Frost is in room 1011, 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. C — A call for Sue Boyle is referred to Hugo Frost, whose extension is 3906. Follow the referral, then read the referred person's extension. Chaining a referral to a lookup is a multi-step task.
100. B — Owen Hayes's extension is 3908, read directly from his entry. No change affects it. A direct lookup yields the extension.