PRACTICE EXAM 25: MOTOR VEHICLE REPRESENTATIVE SIMULATION (100 QUESTIONS)

This simulation contains 100 multiple-choice questions and is designed for a 120-minute practice session. Use a basic hand-held calculator for the arithmetic section if desired. The current EX-4073 bulletin identifies Written Communication, Arithmetic Calculations, and Reading Comprehension; it does not publish section weights or a fixed question count. Use 70 percent as the practice benchmark because the bulletin requires a final score of 70 percent for eligible-list placement. Review every explanation after scoring.

1. Which sentence is written correctly for a formal motor vehicle office message?

A. The california Department of Motor Vehicles publishes the notice.
B. The California department of Motor Vehicles publishes the notice.
C. The California Department Of Motor Vehicles publishes the notice.
D. The California Department of Motor Vehicles publishes the notice.

2. Which sentence is written correctly for a formal motor vehicle office message?

A. All applicants must sign his form before submission.
B. All applicants must sign their forms before submission.
C. All applicants must signs their forms before submission.
D. All applicants must signing their forms before submission.

3. Which sentence is written correctly for a formal motor vehicle office message?

A. The clerk reviewed the form and the missing date was corrected.
B. The clerk reviewing the form and corrected the missing date.
C. The clerk reviewed the form and corrected the missing date.
D. The clerk reviewed the form and correction of the missing date.

4. Which sentence is written correctly for a formal motor vehicle office message?

A. Please return the completed form before the cashier closes the transaction.
B. Please return the completed form, before the cashier closes the transaction.
C. Please returning the completed form before the cashier closes the transaction.
D. Please return the complete form before the cashier close the transaction.

5. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative reviews the document before completing the transaction.
B. The representative review the document before completing the transaction.
C. The representative reviews the document before complete the transaction.
D. The representative review the document before completed the transaction.

6. Which sentence is written correctly for a formal motor vehicle office message?

A. After checking the form the representative explains the next step.
B. After checking, the form representative explains the next step.
C. After checking the form, the representative explains the next step.
D. After checking the form; the representative explains the next step.

7. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative checks documents, verifying identity, and records the transaction.
B. The representative checks documents, verifies identity, and recording the transaction.
C. The representative checking documents, verifies identity, and records the transaction.
D. The representative checks documents, verifies identity, and records the transaction.

8. Which sentence is written correctly for a formal motor vehicle office message?

A. Because the document was incomplete, delaying the transaction.
B. Because the document was incomplete, the transaction was delayed.
C. The document incomplete, the transaction was delayed because.
D. Because incomplete document, the transaction was delayed.

9. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative explained the applicant the fee.
B. The fee explained the representative to the applicant.
C. The representative explained the fee to the applicant.
D. The representative, the fee, explained to the applicant.

10. Which sentence is written correctly for a formal motor vehicle office message?

A. The form contains the misspelled word reciept.
B. The form contains the misspelled word receit.
C. The form contains the misspelled word receept.
D. The form contains the correctly spelled word receipt.

11. Which sentence is written correctly for a formal motor vehicle office message?

A. The california Department of Motor Vehicles publishes the notice.
B. The California Department of Motor Vehicles publishes the notice.
C. The California department of Motor Vehicles publishes the notice.
D. The California Department Of Motor Vehicles publishes the notice.

12. Which sentence is written correctly for a formal motor vehicle office message?

A. All applicants must sign their forms before submission.

B. All applicants must sign his form before submission.
C. All applicants must signs their forms before submission.
D. All applicants must signing their forms before submission.

13. Which sentence is written correctly for a formal motor vehicle office message?

A. The clerk reviewed the form and corrected the missing date.
B. The clerk reviewed the form and the missing date was corrected.
C. The clerk reviewing the form and corrected the missing date.
D. The clerk reviewed the form and correction of the missing date.

14. Which sentence is written correctly for a formal motor vehicle office message?

A. Please return the completed form, before the cashier closes the transaction.
B. Please returning the completed form before the cashier closes the transaction.
C. Please return the complete form before the cashier close the transaction.
D. Please return the completed form before the cashier closes the transaction.

15. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative review the document before completing the transaction.
B. The representative reviews the document before completing the transaction.
C. The representative reviews the document before complete the transaction.
D. The representative review the document before completed the transaction.

16. Which sentence is written correctly for a formal motor vehicle office message?

A. After checking the form the representative explains the next step.
B. After checking, the form representative explains the next step.
C. After checking the form, the representative explains the next step.
D. After checking the form; the representative explains the next step.

17. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative checks documents, verifying identity, and records the transaction.
B. The representative checks documents, verifies identity, and recording the transaction.
C. The representative checks documents, verifies identity, and records the transaction.
D. The representative checking documents, verifies identity, and records the transaction.

18. Which sentence is written correctly for a formal motor vehicle office message?

A. Because the document was incomplete, delaying the transaction.
B. Because the document was incomplete, the transaction was delayed.
C. The document incomplete, the transaction was delayed because.
D. Because incomplete document, the transaction was delayed.

19. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative explained the fee to the applicant.
B. The representative explained the applicant the fee.
C. The fee explained the representative to the applicant.
D. The representative, the fee, explained to the applicant.

20. Which sentence is written correctly for a formal motor vehicle office message?

A. The form contains the misspelled word reciept.
B. The form contains the misspelled word receit.
C. The form contains the misspelled word receept.
D. The form contains the correctly spelled word receipt.

21. Which sentence is written correctly for a formal motor vehicle office message?

A. The california Department of Motor Vehicles publishes the notice.
B. The California Department of Motor Vehicles publishes the notice.
C. The California department of Motor Vehicles publishes the notice.
D. The California Department Of Motor Vehicles publishes the notice.

22. Which sentence is written correctly for a formal motor vehicle office message?

A. All applicants must sign his form before submission.
B. All applicants must signs their forms before submission.
C. All applicants must sign their forms before submission.
D. All applicants must signing their forms before submission.

23. Which sentence is written correctly for a formal motor vehicle office message?

A. The clerk reviewed the form and the missing date was corrected.
B. The clerk reviewing the form and corrected the missing date.
C. The clerk reviewed the form and correction of the missing date.
D. The clerk reviewed the form and corrected the missing date.

24. Which sentence is written correctly for a formal motor vehicle office message?

A. Please return the completed form before the cashier closes the transaction.
B. Please return the completed form, before the cashier closes the transaction.
C. Please returning the completed form before the cashier closes the transaction.
D. Please return the complete form before the cashier close the transaction.

25. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative reviews the document before completing the transaction.

B. The representative review the document before completing the transaction.
C. The representative reviews the document before complete the transaction.
D. The representative review the document before completed the transaction.

26. Which sentence is written correctly for a formal motor vehicle office message?

A. After checking the form the representative explains the next step.
B. After checking, the form representative explains the next step.
C. After checking the form; the representative explains the next step.
D. After checking the form, the representative explains the next step.

27. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative checks documents, verifying identity, and records the transaction.
B. The representative checks documents, verifies identity, and recording the transaction.
C. The representative checks documents, verifies identity, and records the transaction.
D. The representative checking documents, verifies identity, and records the transaction.

28. Which sentence is written correctly for a formal motor vehicle office message?

A. Because the document was incomplete, delaying the transaction.
B. Because the document was incomplete, the transaction was delayed.
C. The document incomplete, the transaction was delayed because.
D. Because incomplete document, the transaction was delayed.

29. Which sentence is written correctly for a formal motor vehicle office message?

A. The representative explained the fee to the applicant.
B. The representative explained the applicant the fee.
C. The fee explained the representative to the applicant.
D. The representative, the fee, explained to the applicant.

30. Which sentence is written correctly for a formal motor vehicle office message?

A. The form contains the misspelled word reciept.
B. The form contains the misspelled word receit.
C. The form contains the misspelled word receept.
D. The form contains the correctly spelled word receipt.

31. Which sentence is written correctly for a formal motor vehicle office message?

A. The california Department of Motor Vehicles publishes the notice.
B. The California department of Motor Vehicles publishes the notice.
C. The California Department of Motor Vehicles publishes the notice.
D. The California Department Of Motor Vehicles publishes the notice.

32. Which sentence is written correctly for a formal motor vehicle office message?

A. All applicants must sign his form before submission.
B. All applicants must signs their forms before submission.
C. All applicants must sign their forms before submission.
D. All applicants must signing their forms before submission.

33. Which sentence is written correctly for a formal motor vehicle office message?

A. The clerk reviewed the form and the missing date was corrected.
B. The clerk reviewed the form and corrected the missing date.
C. The clerk reviewing the form and corrected the missing date.
D. The clerk reviewed the form and correction of the missing date.

34. Which sentence is written correctly for a formal motor vehicle office message?

A. Please return the completed form, before the cashier closes the transaction.
B. Please returning the completed form before the cashier closes the transaction.
C. Please return the complete form before the cashier close the transaction.
D. Please return the completed form before the cashier closes the transaction.

35. A transaction includes charges of $12.06, $24.19, and $37.18. What is the total amount due?

A. $73.43
B. $74.43
C. $72.43
D. $75.93

36. The amount due is $96.67 and the customer pays $106.80. How much change should be returned?

A. $11.13
B. $10.13
C. $9.13
D. $12.13

37. A fee is 15% of a base amount of $91.18. What is the fee?

A. $13.68
B. $14.68
C. $12.68
D. $16.18

38. A drawer contains 2 twenty-dollar bills, 1 five-dollar bills, 1 one-dollar bills, and 3 quarters. What is the total?

A. $51.75
B. $41.75
C. $46.75
D. $56.75

39. A cashier receives bills and coins totaling 13 dollars, 27 dollars, 24 dollars, and 45 dollars in four counted groups. What is the combined amount?

A. $114.00
B. $109.00
C. $104.00
D. $119.00

40. A supply charge is $13.52 per item. If 5 items are needed, what is the charge?

A. $68.60
B. $66.60
C. $69.60
D. $67.60

41. A charge of $127.63 is reduced by $20.82. What is the remaining amount?

A. $106.81
B. $107.81
C. $105.81
D. $108.81

42. Three daily totals are $47.73, $16.32, and $32.37. What is their average, rounded to the nearest cent?

A. $33.14
B. $32.14

C. $31.14
D. $34.14

43. An office expected 304 items and has processed 134. How many items remain?

A. 173
B. 167
C. 170
D. 176

44. A charge of $58.77 is assessed twice for two identical items. What is the combined charge?

A. $118.54
B. $116.54
C. $119.54
D. $117.54

45. A transaction includes charges of $30.91, $36.51, and $15.67. What is the total amount due?

A. $83.09
B. $84.09
C. $82.09
D. $85.59

46. The amount due is $108.69 and the customer pays $182.56. How much change should be returned?

A. $74.87
B. $72.87
C. $73.87
D. $75.87

47. A fee is 15% of a base amount of $137.98. What is the fee?

A. $21.70
B. $19.70
C. $23.20
D. $20.70

48. A drawer contains 3 twenty-dollar bills, 1 five-dollar bills, 1 one-dollar bills, and 3 quarters. What is the total?

A. $71.75
B. $66.75
C. $61.75
D. $76.75

49. A cashier receives bills and coins totaling 27 dollars, 36 dollars, 23 dollars, and 15 dollars in four counted groups. What is the combined amount?

A. $106.00
B. $96.00
C. $101.00
D. $111.00

50. A supply charge is $9.64 per item. If 3 items are needed, what is the charge?

A. $29.92
B. $28.92
C. $27.92
D. $30.92

51. A charge of $128.82 is reduced by $6.96. What is the remaining amount?

A. $122.86
B. $120.86
C. $123.86
D. $121.86

52. Three daily totals are $40.39, $38.76, and $33.98. What is their average, rounded to the nearest cent?

A. $37.71
B. $38.71
C. $36.71
D. $39.71

53. An office expected 195 items and has processed 68. How many items remain?

A. 127
B. 130
C. 124
D. 133

54. A charge of $24.17 is assessed twice for two identical items. What is the combined charge?

A. $49.34
B. $47.34
C. $50.34
D. $48.34

55. A transaction includes charges of $27.09, $13.11, and $33.88. What is the total amount due?

A. $75.08

B. $74.08
C. $73.08
D. $76.58

56. The amount due is $78.48 and the customer pays $155.54. How much change should be returned?

A. $78.06
B. $76.06
C. $77.06
D. $79.06

57. A fee is 8% of a base amount of $135.99. What is the fee?

A. $11.88
B. $9.88
C. $13.38
D. $10.88

58. A drawer contains 3 twenty-dollar bills, 3 five-dollar bills, 1 one-dollar bills, and 3 quarters. What is the total?

A. $76.75
B. $81.75
C. $71.75
D. $86.75

59. A cashier receives bills and coins totaling 24 dollars, 47 dollars, 27 dollars, and 27 dollars in four counted groups. What is the combined amount?

A. $130.00
B. $125.00

C. $120.00
D. $135.00

60. A supply charge is $14.65 per item. If 12 items are needed, what is the charge?

A. $176.80
B. $174.80
C. $175.80
D. $177.80

61. A charge of $64.12 is reduced by $6.38. What is the remaining amount?

A. $58.74
B. $56.74
C. $57.74
D. $59.74

62. Three daily totals are $22.38, $18.68, and $12.31. What is their average, rounded to the nearest cent?

A. $18.79
B. $16.79
C. $19.79
D. $17.79

63. An office expected 137 items and has processed 117. How many items remain?

A. 23
B. 20
C. 17
D. 26

64. A charge of $26.35 is assessed twice for two identical items. What is the combined charge?

A. $52.70
B. $53.70
C. $51.70
D. $54.70

65. A transaction includes charges of $42.92, $9.57, and $41.23. What is the total amount due?

A. $94.72
B. $92.72
C. $96.22
D. $93.72

66. The amount due is $52.34 and the customer pays $86.09. How much change should be returned?

A. $34.75
B. $33.75
C. $32.75
D. $35.75

67. A fee is 12% of a base amount of $135.02. What is the fee?

A. $16.20
B. $17.20
C. $15.20
D. $18.70

68. The office gives Taylor two instructions. First, review the ownership application for completeness. Second, if a required item is missing, identify the missing item and provide the appropriate form or

direction. The instructions do not authorize guessing at information. Which action is supported by the instructions?

A. Guess at the missing information to save time.
B. Skip the review and issue the document immediately.
C. Identify the missing item and provide the next authorized direction.
D. Ask the customer to create an unofficial substitute.

69. A supervisor tells staff to protect customer information by viewing only the records needed for the requested task. The supervisor also directs staff to close the record before serving the next customer. These instructions are intended to reduce unnecessary access and prevent information from being exposed. What principle is most directly illustrated?

A. Access should be limited to the work need and controlled at handoff.
B. All employees should view every available record.
C. Records may remain open if the office is busy.
D. Customer information is public once it is entered.

70. A daily report lists three receipts: $59.00, $70.00, and $77.00. The report states that the second receipt was voided before the deposit was prepared. The deposit therefore includes the first and third receipts, provided the void was recorded correctly. What amount should be included from these three listed receipts?

A. $147.00
B. $88.00
C. $70.00
D. $136.00

71. Before completing a transaction, the representative compares the identity document with the information entered in the record. If a required field is missing, the representative explains what is needed and pauses completion until the information is supplied. The goal is to prevent an incomplete record from moving forward. What is the main idea?

A. Every transaction should be completed immediately.
B. Completion should follow verification of required information.
C. Only the customer is responsible for checking records.
D. Missing fields never affect processing decisions.

72. Riley presents a cashier record. The representative first checks the signature and compares the identifying information. Next, the representative enters the verified information, calculates the amount due, and reviews the receipt before issuing it. Which action occurs immediately before the receipt is issued?

A. The representative checks the signature.
B. The representative enters the information.
C. The representative reviews the receipt.
D. The representative calculates the amount due.

73. An office notice says that a ownership application may be accepted only when the name, signature, and identifying number are legible. The notice does not require the document to be copied in color. A representative receives a legible black-and-white copy with all three required items. What is the best conclusion?

A. The copy must be rejected because it is not in color.
B. The copy must be accepted even if the signature is missing.
C. The copy satisfies the stated conditions.
D. The notice requires a second identifying number.

74. The cashier begins the morning with a counted drawer. During the day, the cashier records each receipt and keeps payment documents with the related transaction. At closing, the cashier compares the recorded total with the money in the drawer and reports any difference before preparing the deposit. Why is the closing comparison important?

A. It allows receipts to be discarded before review.
B. It helps identify and explain a difference between records and money.
C. It eliminates the need to record payments during the day.

D. It guarantees that every customer paid the same amount.

75. A customer asks the representative to complete a transaction even though the registration form has an unreadable identifying number. The procedure says the number must be legible before entry. The customer offers to provide the number verbally but does not have another document. What should the representative do first?

A. Explain that the required number must be verified before entry.
B. Enter the verbal number and complete the transaction.
C. Ignore the number because the customer is familiar to the office.
D. Change the procedure so the transaction can be completed.

76. The office gives Avery two instructions. First, review the identity document for completeness. Second, if a required item is missing, identify the missing item and provide the appropriate form or direction. The instructions do not authorize guessing at information. Which action is supported by the instructions?

A. Guess at the missing information to save time.
B. Skip the review and issue the document immediately.
C. Ask the customer to create an unofficial substitute.
D. Identify the missing item and provide the next authorized direction.

77. A supervisor tells staff to protect customer information by viewing only the records needed for the requested task. The supervisor also directs staff to close the record before serving the next customer. These instructions are intended to reduce unnecessary access and prevent information from being exposed. What principle is most directly illustrated?

A. All employees should view every available record.
B. Records may remain open if the office is busy.
C. Customer information is public once it is entered.
D. Access should be limited to the work need and controlled at handoff.

78. A daily report lists three receipts: $67.00, $78.00, and $85.00. The report states that the second receipt was voided before the deposit was prepared. The deposit therefore includes the first and third receipts, provided the void was recorded correctly. What amount should be included from these three listed receipts?

A. $163.00
B. $96.00
C. $152.00
D. $78.00

79. Before completing a transaction, the representative compares the driver license request with the information entered in the record. If a required field is missing, the representative explains what is needed and pauses completion until the information is supplied. The goal is to prevent an incomplete record from moving forward. What is the main idea?

A. Completion should follow verification of required information.
B. Every transaction should be completed immediately.
C. Only the customer is responsible for checking records.
D. Missing fields never affect processing decisions.

80. Taylor presents a registration form. The representative first checks the signature and compares the identifying information. Next, the representative enters the verified information, calculates the amount due, and reviews the receipt before issuing it. Which action occurs immediately before the receipt is issued?

A. The representative checks the signature.
B. The representative reviews the receipt.
C. The representative enters the information.
D. The representative calculates the amount due.

81. An office notice says that a identity document may be accepted only when the name, signature, and identifying number are legible. The notice does not require the document to be copied in color. A

representative receives a legible black-and-white copy with all three required items. What is the best conclusion?

A. The copy must be rejected because it is not in color.
B. The copy satisfies the stated conditions.
C. The copy must be accepted even if the signature is missing.
D. The notice requires a second identifying number.

82. The cashier begins the morning with a counted drawer. During the day, the cashier records each receipt and keeps payment documents with the related transaction. At closing, the cashier compares the recorded total with the money in the drawer and reports any difference before preparing the deposit. Why is the closing comparison important?

A. It allows receipts to be discarded before review.
B. It eliminates the need to record payments during the day.
C. It guarantees that every customer paid the same amount.
D. It helps identify and explain a difference between records and money.

83. A customer asks the representative to complete a transaction even though the ownership application has an unreadable identifying number. The procedure says the number must be legible before entry. The customer offers to provide the number verbally but does not have another document. What should the representative do first?

A. Explain that the required number must be verified before entry.
B. Enter the verbal number and complete the transaction.
C. Ignore the number because the customer is familiar to the office.
D. Change the procedure so the transaction can be completed.

84. The office gives Riley two instructions. First, review the driver license request for completeness. Second, if a required item is missing, identify the missing item and provide the appropriate form or direction. The instructions do not authorize guessing at information. Which action is supported by the instructions?

A. Guess at the missing information to save time.
B. Skip the review and issue the document immediately.
C. Identify the missing item and provide the next authorized direction.
D. Ask the customer to create an unofficial substitute.

85. A supervisor tells staff to protect customer information by viewing only the records needed for the requested task. The supervisor also directs staff to close the record before serving the next customer. These instructions are intended to reduce unnecessary access and prevent information from being exposed. What principle is most directly illustrated?

A. All employees should view every available record.
B. Records may remain open if the office is busy.
C. Access should be limited to the work need and controlled at handoff.
D. Customer information is public once it is entered.

86. A daily report lists three receipts: $75.00, $86.00, and $93.00. The report states that the second receipt was voided before the deposit was prepared. The deposit therefore includes the first and third receipts, provided the void was recorded correctly. What amount should be included from these three listed receipts?

A. $168.00
B. $179.00
C. $104.00
D. $86.00

87. Before completing a transaction, the representative compares the cashier record with the information entered in the record. If a required field is missing, the representative explains what is needed and pauses completion until the information is supplied. The goal is to prevent an incomplete record from moving forward. What is the main idea?

A. Every transaction should be completed immediately.
B. Completion should follow verification of required information.
C. Only the customer is responsible for checking records.

D. Missing fields never affect processing decisions.

88. Avery presents a ownership application. The representative first checks the signature and compares the identifying information. Next, the representative enters the verified information, calculates the amount due, and reviews the receipt before issuing it. Which action occurs immediately before the receipt is issued?

A. The representative checks the signature.
B. The representative enters the information.
C. The representative calculates the amount due.
D. The representative reviews the receipt.

89. An office notice says that a driver license request may be accepted only when the name, signature, and identifying number are legible. The notice does not require the document to be copied in color. A representative receives a legible black-and-white copy with all three required items. What is the best conclusion?

A. The copy must be rejected because it is not in color.
B. The copy must be accepted even if the signature is missing.
C. The copy satisfies the stated conditions.
D. The notice requires a second identifying number.

90. The cashier begins the morning with a counted drawer. During the day, the cashier records each receipt and keeps payment documents with the related transaction. At closing, the cashier compares the recorded total with the money in the drawer and reports any difference before preparing the deposit. Why is the closing comparison important?

A. It allows receipts to be discarded before review.
B. It helps identify and explain a difference between records and money.
C. It eliminates the need to record payments during the day.
D. It guarantees that every customer paid the same amount.

91. A customer asks the representative to complete a transaction even though the identity document has an unreadable identifying number. The procedure says the number must be legible before entry. The customer offers to provide the number verbally but does not have another document. What should the representative do first?

A. Explain that the required number must be verified before entry.
B. Enter the verbal number and complete the transaction.
C. Ignore the number because the customer is familiar to the office.
D. Change the procedure so the transaction can be completed.

92. The office gives Taylor two instructions. First, review the cashier record for completeness. Second, if a required item is missing, identify the missing item and provide the appropriate form or direction. The instructions do not authorize guessing at information. Which action is supported by the instructions?

A. Guess at the missing information to save time.
B. Skip the review and issue the document immediately.
C. Ask the customer to create an unofficial substitute.
D. Identify the missing item and provide the next authorized direction.

93. A supervisor tells staff to protect customer information by viewing only the records needed for the requested task. The supervisor also directs staff to close the record before serving the next customer. These instructions are intended to reduce unnecessary access and prevent information from being exposed. What principle is most directly illustrated?

A. All employees should view every available record.
B. Records may remain open if the office is busy.
C. Access should be limited to the work need and controlled at handoff.
D. Customer information is public once it is entered.

94. A daily report lists three receipts: $83.00, $94.00, and $101.00. The report states that the second receipt was voided before the deposit was prepared. The deposit therefore includes the first and third receipts, provided the void was recorded correctly. What amount should be included from these three listed receipts?

A. $195.00
B. $112.00
C. $94.00
D. $184.00

95. Before completing a transaction, the representative compares the registration form with the information entered in the record. If a required field is missing, the representative explains what is needed and pauses completion until the information is supplied. The goal is to prevent an incomplete record from moving forward. What is the main idea?

A. Every transaction should be completed immediately.
B. Completion should follow verification of required information.
C. Only the customer is responsible for checking records.
D. Missing fields never affect processing decisions.

96. Riley presents a identity document. The representative first checks the signature and compares the identifying information. Next, the representative enters the verified information, calculates the amount due, and reviews the receipt before issuing it. Which action occurs immediately before the receipt is issued?

A. The representative reviews the receipt.
B. The representative checks the signature.
C. The representative enters the information.
D. The representative calculates the amount due.

97. An office notice says that a cashier record may be accepted only when the name, signature, and identifying number are legible. The notice does not require the document to be copied in color. A representative receives a legible black-and-white copy with all three required items. What is the best conclusion?

A. The copy must be rejected because it is not in color.
B. The copy satisfies the stated conditions.

C. The copy must be accepted even if the signature is missing.

D. The notice requires a second identifying number.

98. The cashier begins the morning with a counted drawer. During the day, the cashier records each receipt and keeps payment documents with the related transaction. At closing, the cashier compares the recorded total with the money in the drawer and reports any difference before preparing the deposit. Why is the closing comparison important?

A. It helps identify and explain a difference between records and money.

B. It allows receipts to be discarded before review.

C. It eliminates the need to record payments during the day.

D. It guarantees that every customer paid the same amount.

99. A customer asks the representative to complete a transaction even though the driver license request has an unreadable identifying number. The procedure says the number must be legible before entry. The customer offers to provide the number verbally but does not have another document. What should the representative do first?

A. Enter the verbal number and complete the transaction.

B. Ignore the number because the customer is familiar to the office.

C. Explain that the required number must be verified before entry.

D. Change the procedure so the transaction can be completed.

100. The office gives Avery two instructions. First, review the registration form for completeness. Second, if a required item is missing, identify the missing item and provide the appropriate form or direction. The instructions do not authorize guessing at information. Which action is supported by the instructions?

A. Guess at the missing information to save time.

B. Skip the review and issue the document immediately.

C. Ask the customer to create an unofficial substitute.

D. Identify the missing item and provide the next authorized direction.

Practice Exam 25: Answer Key and Explanations

1. D — The formal name is capitalized consistently as a proper agency name. The alternatives leave one part of the proper name lowercase or capitalize a short preposition unnecessarily. Distinguish proper names from ordinary descriptive nouns. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

2. B — The plural subject applicants agrees with the plural pronoun and noun forms. The other choices use a singular pronoun or an incorrect verb form after the modal verb must. Check agreement across the subject, pronoun, noun, and verb. This links the answer to the question. Check the wording and result before choosing.

3. C — The sentence clearly identifies the clerk as performing both related actions. The alternatives create a passive shift, a fragment, or a noun phrase that obscures the action and actor. Prefer a clear subject and parallel verbs in workplace sentences. This links the answer to the question. Check the wording and result before choosing.

4. A — The imperative verb return is correctly followed by the object and a properly formed time clause. The alternatives add an unnecessary comma, use the wrong verb form, or fail to make the singular cashier agree with closes. Read the sentence aloud while checking verb form, clause boundaries, and meaning. This links the answer to the question.

5. A — The singular subject agrees with the singular present-tense verb. The alternatives either use the base verb after a singular subject or create an incorrect verb form. Match the subject with the verb before evaluating the rest of the sentence. This links the answer to the question. Check the wording and result before choosing.

6. C — The introductory phrase is followed by a comma before the independent clause. The other choices omit the needed comma, place it after the wrong word, or use a semicolon where a comma is appropriate. Separate an introductory phrase from the main clause. This links the answer to the question. Check the wording and result before choosing.

7. D — The three verbs in the series use the same grammatical form. The alternatives mix finite verbs with participles or an incomplete verb form, which breaks parallel structure. Compare each item in a series with the first item's grammatical pattern. This links the answer to the question. Check the wording and result before choosing.

8. B — The sentence contains a complete dependent clause followed by a complete main clause. The alternatives create fragments, misplaced words, or an incomplete clause that cannot stand as a clear office message. Check that the sentence has a complete subject-and-verb structure. This links the answer to the question. Check the wording and result before choosing.

9. C — The verb is followed by the direct object and the recipient in a clear order. The other choices misuse the verb's object pattern or scramble the relationship among the representative, fee, and

applicant. Identify who acted, what was acted on, and who received the information. This links the answer to the question. Check the wording and result before choosing.

10. D — Receipt is the standard spelling needed in the sentence. Each other choice changes the letter sequence and produces a nonstandard spelling that should be corrected in a formal record. Look at the whole word and compare it with the standard form rather than relying only on pronunciation. This links the answer to the question.

11. B — The formal name is capitalized consistently as a proper agency name. The alternatives leave one part of the proper name lowercase or capitalize a short preposition unnecessarily. Distinguish proper names from ordinary descriptive nouns. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

12. A — The plural subject applicants agrees with the plural pronoun and noun forms. The other choices use a singular pronoun or an incorrect verb form after the modal verb must. Check agreement across the subject, pronoun, noun, and verb. This links the answer to the question. Check the wording and result before choosing.

13. A — The sentence clearly identifies the clerk as performing both related actions. The alternatives create a passive shift, a fragment, or a noun phrase that obscures the action and actor. Prefer a clear subject and parallel verbs in workplace sentences. This links the answer to the question. Check the wording and result before choosing.

14. D — The imperative verb return is correctly followed by the object and a properly formed time clause. The alternatives add an unnecessary comma, use the wrong verb form, or fail to make the singular cashier agree with closes. Read the sentence aloud while checking verb form, clause boundaries, and meaning. This links the answer to the question.

15. B — The singular subject agrees with the singular present-tense verb. The alternatives either use the base verb after a singular subject or create an incorrect verb form. Match the subject with the verb before evaluating the rest of the sentence. This links the answer to the question. Check the wording and result before choosing.

16. C — The introductory phrase is followed by a comma before the independent clause. The other choices omit the needed comma, place it after the wrong word, or use a semicolon where a comma is appropriate. Separate an introductory phrase from the main clause. This links the answer to the question. Check the wording and result before choosing.

17. C — The three verbs in the series use the same grammatical form. The alternatives mix finite verbs with participles or an incomplete verb form, which breaks parallel structure. Compare each item in a series with the first item’s grammatical pattern. This links the answer to the question. Check the wording and result before choosing.

18. B — The sentence contains a complete dependent clause followed by a complete main clause. The alternatives create fragments, misplaced words, or an incomplete clause that cannot stand as a clear

office message. Check that the sentence has a complete subject-and-verb structure. This links the answer to the question. Check the wording and result before choosing.

19. A — The verb is followed by the direct object and the recipient in a clear order. The other choices misuse the verb's object pattern or scramble the relationship among the representative, fee, and applicant. Identify who acted, what was acted on, and who received the information. This links the answer to the question. Check the wording and result before choosing.

20. D — Receipt is the standard spelling needed in the sentence. Each other choice changes the letter sequence and produces a nonstandard spelling that should be corrected in a formal record. Look at the whole word and compare it with the standard form rather than relying only on pronunciation. This links the answer to the question.

21. B — The formal name is capitalized consistently as a proper agency name. The alternatives leave one part of the proper name lowercase or capitalize a short preposition unnecessarily. Distinguish proper names from ordinary descriptive nouns. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

22. C — The plural subject applicants agrees with the plural pronoun and noun forms. The other choices use a singular pronoun or an incorrect verb form after the modal verb must. Check agreement across the subject, pronoun, noun, and verb. This links the answer to the question. Check the wording and result before choosing.

23. D — The sentence clearly identifies the clerk as performing both related actions. The alternatives create a passive shift, a fragment, or a noun phrase that obscures the action and actor. Prefer a clear subject and parallel verbs in workplace sentences. This links the answer to the question. Check the wording and result before choosing.

24. A — The imperative verb return is correctly followed by the object and a properly formed time clause. The alternatives add an unnecessary comma, use the wrong verb form, or fail to make the singular cashier agree with closes. Read the sentence aloud while checking verb form, clause boundaries, and meaning. This links the answer to the question.

25. A — The singular subject agrees with the singular present-tense verb. The alternatives either use the base verb after a singular subject or create an incorrect verb form. Match the subject with the verb before evaluating the rest of the sentence. This links the answer to the question. Check the wording and result before choosing.

26. D — The introductory phrase is followed by a comma before the independent clause. The other choices omit the needed comma, place it after the wrong word, or use a semicolon where a comma is appropriate. Separate an introductory phrase from the main clause. This links the answer to the question. Check the wording and result before choosing.

27. C — The three verbs in the series use the same grammatical form. The alternatives mix finite verbs with participles or an incomplete verb form, which breaks parallel structure. Compare each item in a

series with the first item’s grammatical pattern. This links the answer to the question. Check the wording and result before choosing.

28. B — The sentence contains a complete dependent clause followed by a complete main clause. The alternatives create fragments, misplaced words, or an incomplete clause that cannot stand as a clear office message. Check that the sentence has a complete subject-and-verb structure. This links the answer to the question. Check the wording and result before choosing.

29. A — The verb is followed by the direct object and the recipient in a clear order. The other choices misuse the verb’s object pattern or scramble the relationship among the representative, fee, and applicant. Identify who acted, what was acted on, and who received the information. This links the answer to the question. Check the wording and result before choosing.

30. D — Receipt is the standard spelling needed in the sentence. Each other choice changes the letter sequence and produces a nonstandard spelling that should be corrected in a formal record. Look at the whole word and compare it with the standard form rather than relying only on pronunciation. This links the answer to the question.

31. C — The formal name is capitalized consistently as a proper agency name. The alternatives leave one part of the proper name lowercase or capitalize a short preposition unnecessarily. Distinguish proper names from ordinary descriptive nouns. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

32. C — The plural subject applicants agrees with the plural pronoun and noun forms. The other choices use a singular pronoun or an incorrect verb form after the modal verb must. Check agreement across the subject, pronoun, noun, and verb. This links the answer to the question. Check the wording and result before choosing.

33. B — The sentence clearly identifies the clerk as performing both related actions. The alternatives create a passive shift, a fragment, or a noun phrase that obscures the action and actor. Prefer a clear subject and parallel verbs in workplace sentences. This links the answer to the question. Check the wording and result before choosing.

34. D — The imperative verb return is correctly followed by the object and a properly formed time clause. The alternatives add an unnecessary comma, use the wrong verb form, or fail to make the singular cashier agree with closes. Read the sentence aloud while checking verb form, clause boundaries, and meaning. This links the answer to the question.

35. A — Adding $12.06, $24.19, and $37.18 gives $73.43. The other choices omit a charge or combine the amounts incorrectly. Write each charge in a column and add all listed amounts before rounding. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

36. B — Subtracting the amount due from the amount received gives $10.13. The other choices reverse the subtraction or confuse the amount received with the amount due. Subtract due from received and add

the change back to the amount due. This links the answer to the question. Check the wording and result before choosing.

37. A — Multiplying $91.18 by 15% produces $13.68. The other choices use the percentage as a whole number, subtract it, or multiply the wrong base. Convert the percentage to a decimal before multiplying the stated base. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

38. C — The denominations total $46.75 when each count is multiplied by its value. The other choices miscount one denomination or treat quarters as whole dollars. Multiply each denomination by its count, then add the subtotals. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

39. B — The four groups sum to $109.00. The other choices result from dropping one group or adding one group twice. Record each counted group once and use a second addition as a check. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

40. D — Multiplying 5 items by $13.52 per item gives $67.60. The other choices multiply by the wrong quantity or add the unit charge only once. Identify the per-item amount and multiply it by the number of items. This links the answer to the question. Check the wording and result before choosing.

41. A — Subtracting the reduction from the original charge leaves $106.81. The other choices add the reduction, reverse the subtraction, or subtract from the wrong amount. Identify the original amount as the minuend and the reduction as the subtrahend. This links the answer to the question. Check the wording and result before choosing.

42. B — Adding the three totals and dividing by three gives $32.14. The other choices use a total without dividing, divide by the wrong count, or round too early. Complete the addition before dividing by the number of observations. This links the answer to the question. Check the wording and result before choosing.

43. C — Subtracting the processed count from the expected count leaves 170. The other choices add the counts, reverse the subtraction, or use an unrelated percentage. Identify the starting total and subtract the completed portion. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

44. D — Doubling $58.77 for two identical charges gives $117.54. The other choices count only one item, add an incorrect extra charge, or halve the amount. Multiply the unit charge by the number of identical items. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

45. A — Adding $30.91, $36.51, and $15.67 gives $83.09. The other choices omit a charge or combine the amounts incorrectly. Write each charge in a column and add all listed amounts before rounding. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

46. C — Subtracting the amount due from the amount received gives $73.87. The other choices reverse the subtraction or confuse the amount received with the amount due. Subtract due from received and add the change back to the amount due. This links the answer to the question. Check the wording and result before choosing.

47. D — Multiplying $137.98 by 15% produces $20.70. The other choices use the percentage as a whole number, subtract it, or multiply the wrong base. Convert the percentage to a decimal before multiplying the stated base. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

48. B — The denominations total $66.75 when each count is multiplied by its value. The other choices miscount one denomination or treat quarters as whole dollars. Multiply each denomination by its count, then add the subtotals. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

49. C — The four groups sum to $101.00. The other choices result from dropping one group or adding one group twice. Record each counted group once and use a second addition as a check. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

50. B — Multiplying 3 items by $9.64 per item gives $28.92. The other choices multiply by the wrong quantity or add the unit charge only once. Identify the per-item amount and multiply it by the number of items. This links the answer to the question. Check the wording and result before choosing.

51. D — Subtracting the reduction from the original charge leaves $121.86. The other choices add the reduction, reverse the subtraction, or subtract from the wrong amount. Identify the original amount as the minuend and the reduction as the subtrahend. This links the answer to the question. Check the wording and result before choosing.

52. A — Adding the three totals and dividing by three gives $37.71. The other choices use a total without dividing, divide by the wrong count, or round too early. Complete the addition before dividing by the number of observations. This links the answer to the question. Check the wording and result before choosing.

53. A — Subtracting the processed count from the expected count leaves 127. The other choices add the counts, reverse the subtraction, or use an unrelated percentage. Identify the starting total and subtract the completed portion. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

54. D — Doubling $24.17 for two identical charges gives $48.34. The other choices count only one item, add an incorrect extra charge, or halve the amount. Multiply the unit charge by the number of identical items. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

55. B — Adding $27.09, $13.11, and $33.88 gives $74.08. The other choices omit a charge or combine the amounts incorrectly. Write each charge in a column and add all listed amounts before rounding. This

links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

56. C — Subtracting the amount due from the amount received gives $77.06. The other choices reverse the subtraction or confuse the amount received with the amount due. Subtract due from received and add the change back to the amount due. This links the answer to the question. Check the wording and result before choosing.

57. D — Multiplying $135.99 by 8% produces $10.88. The other choices use the percentage as a whole number, subtract it, or multiply the wrong base. Convert the percentage to a decimal before multiplying the stated base. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

58. A — The denominations total $76.75 when each count is multiplied by its value. The other choices miscount one denomination or treat quarters as whole dollars. Multiply each denomination by its count, then add the subtotals. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

59. B — The four groups sum to $125.00. The other choices result from dropping one group or adding one group twice. Record each counted group once and use a second addition as a check. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

60. C — Multiplying 12 items by $14.65 per item gives $175.80. The other choices multiply by the wrong quantity or add the unit charge only once. Identify the per-item amount and multiply it by the number of items. This links the answer to the question. Check the wording and result before choosing.

61. C — Subtracting the reduction from the original charge leaves $57.74. The other choices add the reduction, reverse the subtraction, or subtract from the wrong amount. Identify the original amount as the minuend and the reduction as the subtrahend. This links the answer to the question. Check the wording and result before choosing.

62. D — Adding the three totals and dividing by three gives $17.79. The other choices use a total without dividing, divide by the wrong count, or round too early. Complete the addition before dividing by the number of observations. This links the answer to the question. Check the wording and result before choosing.

63. B — Subtracting the processed count from the expected count leaves 20. The other choices add the counts, reverse the subtraction, or use an unrelated percentage. Identify the starting total and subtract the completed portion. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

64. A — Doubling $26.35 for two identical charges gives $52.70. The other choices count only one item, add an incorrect extra charge, or halve the amount. Multiply the unit charge by the number of identical items. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

65. D — Adding $42.92, $9.57, and $41.23 gives $93.72. The other choices omit a charge or combine the amounts incorrectly. Write each charge in a column and add all listed amounts before rounding. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

66. B — Subtracting the amount due from the amount received gives $33.75. The other choices reverse the subtraction or confuse the amount received with the amount due. Subtract due from received and add the change back to the amount due. This links the answer to the question. Check the wording and result before choosing.

67. A — Multiplying $135.02 by 12% produces $16.20. The other choices use the percentage as a whole number, subtract it, or multiply the wrong base. Convert the percentage to a decimal before multiplying the stated base. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

68. C — The instructions require review, identification of omissions, and an authorized next step. The other choices expressly contradict the instruction against guessing or skip the required review and official direction. Follow the sequence and limits stated in the passage. This links the answer to the question. Check the wording and result before choosing.

69. A — The supervisor links limited access with closing records between customers. The other choices reverse the stated privacy controls or introduce a claim the passage does not make. Identify the policy principle that connects both stated instructions. This links the answer to the question. Check the wording and result before choosing.

70. D — The voided $70.00 receipt is excluded, leaving $59.00 plus $77.00. The other choices include the voided receipt or omit one of the two receipts that remain valid. Cross out the excluded item before adding the remaining amounts. This links the answer to the question. Check the wording and result before choosing.

71. B — The passage centers on checking required information before completion. The other choices contradict the stated pause, shift responsibility, or deny the effect of missing information. State the passage’s controlling purpose in one sentence. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

72. C — The passage explicitly places receipt review after calculation and before issuance. The other actions occur earlier in the stated sequence, so they do not answer the question about the immediately preceding step. Mark each action in order and match the question’s time word. This links the answer to the question. Check the wording and result before choosing.

73. C — The copy contains every stated requirement and color is not listed as a condition. The other choices add a requirement, remove a requirement, or invent an additional condition not found in the notice. Separate explicit conditions from details the passage does not require. This links the answer to the question. Check the wording and result before choosing.

74. B — The comparison tests whether the recorded total agrees with the physical money. The other choices conflict with the passage's requirement to retain records, record payments, and identify differences. Connect a stated procedure with the control it is designed to provide. This links the answer to the question. Check the wording and result before choosing.

75. A — The stated procedure requires legibility and verification before entry. The other choices bypass the condition, rely on familiarity, or exceed the representative's authority to change procedure. Apply the written condition before considering convenience or customer pressure. This links the answer to the question. Check the wording and result before choosing.

76. D — The instructions require review, identification of omissions, and an authorized next step. The other choices expressly contradict the instruction against guessing or skip the required review and official direction. Follow the sequence and limits stated in the passage. This links the answer to the question. Check the wording and result before choosing.

77. D — The supervisor links limited access with closing records between customers. The other choices reverse the stated privacy controls or introduce a claim the passage does not make. Identify the policy principle that connects both stated instructions. This links the answer to the question. Check the wording and result before choosing.

78. C — The voided $78.00 receipt is excluded, leaving $67.00 plus $85.00. The other choices include the voided receipt or omit one of the two receipts that remain valid. Cross out the excluded item before adding the remaining amounts. This links the answer to the question. Check the wording and result before choosing.

79. A — The passage centers on checking required information before completion. The other choices contradict the stated pause, shift responsibility, or deny the effect of missing information. State the passage's controlling purpose in one sentence. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

80. B — The passage explicitly places receipt review after calculation and before issuance. The other actions occur earlier in the stated sequence, so they do not answer the question about the immediately preceding step. Mark each action in order and match the question's time word. This links the answer to the question. Check the wording and result before choosing.

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84. C — The instructions require review, identification of omissions, and an authorized next step. The other choices expressly contradict the instruction against guessing or skip the required review and official direction. Follow the sequence and limits stated in the passage. This links the answer to the question. Check the wording and result before choosing.

85. C — The supervisor links limited access with closing records between customers. The other choices reverse the stated privacy controls or introduce a claim the passage does not make. Identify the policy principle that connects both stated instructions. This links the answer to the question. Check the wording and result before choosing.

86. A — The voided $86.00 receipt is excluded, leaving $75.00 plus $93.00. The other choices include the voided receipt or omit one of the two receipts that remain valid. Cross out the excluded item before adding the remaining amounts. This links the answer to the question. Check the wording and result before choosing.

87. B — The passage centers on checking required information before completion. The other choices contradict the stated pause, shift responsibility, or deny the effect of missing information. State the passage's controlling purpose in one sentence. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

88. D — The passage explicitly places receipt review after calculation and before issuance. The other actions occur earlier in the stated sequence, so they do not answer the question about the immediately preceding step. Mark each action in order and match the question's time word. This links the answer to the question. Check the wording and result before choosing.

89. C — The copy contains every stated requirement and color is not listed as a condition. The other choices add a requirement, remove a requirement, or invent an additional condition not found in the notice. Separate explicit conditions from details the passage does not require. This links the answer to the question. Check the wording and result before choosing.

90. B — The comparison tests whether the recorded total agrees with the physical money. The other choices conflict with the passage's requirement to retain records, record payments, and identify differences. Connect a stated procedure with the control it is designed to provide. This links the answer to the question. Check the wording and result before choosing.

91. A — The stated procedure requires legibility and verification before entry. The other choices bypass the condition, rely on familiarity, or exceed the representative's authority to change procedure. Apply the written condition before considering convenience or customer pressure. This links the answer to the question. Check the wording and result before choosing.

92. D — The instructions require review, identification of omissions, and an authorized next step. The other choices expressly contradict the instruction against guessing or skip the required review and official direction. Follow the sequence and limits stated in the passage. This links the answer to the question. Check the wording and result before choosing.

93. C — The supervisor links limited access with closing records between customers. The other choices reverse the stated privacy controls or introduce a claim the passage does not make. Identify the policy principle that connects both stated instructions. This links the answer to the question. Check the wording and result before choosing.

94. D — The voided $94.00 receipt is excluded, leaving $83.00 plus $101.00. The other choices include the voided receipt or omit one of the two receipts that remain valid. Cross out the excluded item before adding the remaining amounts. This links the answer to the question. Check the wording and result before choosing.

95. B — The passage centers on checking required information before completion. The other choices contradict the stated pause, shift responsibility, or deny the effect of missing information. State the passage's controlling purpose in one sentence. This links the answer to the question. Check the wording and result before choosing. The wording of the question determines which detail controls.

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99. C — The stated procedure requires legibility and verification before entry. The other choices bypass the condition, rely on familiarity, or exceed the representative's authority to change procedure. Apply the written condition before considering convenience or customer pressure. This links the answer to the question. Check the wording and result before choosing.

100. D — The instructions require review, identification of omissions, and an authorized next step. The other choices expressly contradict the instruction against guessing or skip the required review and official direction. Follow the sequence and limits stated in the passage. This links the answer to the question. Check the wording and result before choosing.