

PRACTICE EXAM 6: TRAIN OPERATOR SIMULATION

(100 QUESTIONS)

This practice exam contains 100 multiple-choice questions modeled on the ability areas identified in the MTA New York City Transit Train Operator Notice of Examination: written comprehension, written expression, problem sensitivity, deductive reasoning, information ordering, spatial orientation, number facility, visualization, and customer service. Aim for at least 70 correct answers, matching the published 70% passing standard. The official notice does not publish a fixed test time, so no official time limit is claimed here.

1. For this practice item, use only the fictional bulletin below. Bulletin: 'Platform inspection begins at 6:20 a.m. Track 2 remains unavailable until 7:00 a.m. Crews must use Track 3 during that interval.' Which statement is supported?

- A. Track 2 reopens at 6:20 a.m.
- B. Platform inspection ends at 6:20 a.m.
- C. Crews may choose either track before 7:00 a.m.
- D. Crews must use Track 3 before 7:00 a.m.

2. Use only this fictional notice: 'A radio test will occur at 2:15 p.m. Operators should remain on the assigned channel during the test. Normal channel changes may resume after 2:25 p.m.' What should an operator do at 2:20 p.m.?

- A. Change to any available channel.
- B. Remain on the assigned channel.
- C. Turn the radio off until 2:25 p.m.
- D. Resume normal channel changes immediately.

3. Use only this fictional bulletin: 'Cars 1 through 4 are available for the morning test. Car 5 is held for inspection. Car 6 may be used only after the supervisor releases it.' Which car is definitely unavailable at the start?

- A. Car 1.
- B. Car 4.
- C. Car 5.
- D. Car 6.

4. Use only this fictional notice: 'The east stairway is closed from 9:00 a.m. to noon. The west stairway stays open. Elevator service is unaffected.' Which route remains available throughout the closure?

- A. The west stairway.
- B. The east stairway.
- C. Only the elevator.
- D. Neither stairway.

5. Use only this fictional bulletin: 'Report forms must be submitted before the end of the shift. Forms missing an incident time will be returned for correction. Electronic signatures are accepted.' Which form would be returned?

- A. A form submitted electronically.
- B. A form signed electronically.
- C. A complete form submitted before shift end.
- D. A form with no incident time.

6. Use only this fictional notice: 'The training room opens at 7:30 a.m. Check-in closes at 7:55 a.m. Instruction begins at 8:00 a.m.' Which arrival time is after check-in has closed?

- A. 7:35 a.m.
- B. 7:58 a.m.
- C. 7:45 a.m.
- D. 7:54 a.m.

7. Use only this fictional bulletin: 'During the maintenance window, Route A terminates at Pine Street. A shuttle operates between Pine Street and Oak Street. Regular Route A service resumes beyond Oak Street at 4:30 p.m.' What connects Pine and Oak during the window?

- A. Regular Route A service.
- B. No service of any kind.
- C. A shuttle.
- D. A maintenance train for passengers.

8. Use only this fictional notice: 'Safety briefing attendance is required for employees assigned to Zone C today. Employees assigned only to Zones A or B are not required to attend.' Who must attend?

- A. Every employee in Zones A and B.
- B. An employee assigned to Zone C today.
- C. Only employees assigned to Zone A.
- D. No employee unless a supervisor volunteers them.

9. Use only this fictional bulletin: 'The equipment cabinet may be opened after the power indicator is dark and the authorization tag is attached. Both conditions are required.' When may the cabinet be opened?

- A. After the indicator is dark and the tag is attached.
- B. As soon as the indicator is dark, even without the tag.
- C. As soon as the tag is attached, even with the indicator lit.
- D. Before either condition if the cabinet is unlocked.

10. Use only this fictional notice: 'Lost-property reports are accepted at Desk 1 until 5:00 p.m. After 5:00 p.m., reports are accepted at Desk 4. Desk 2 handles payroll questions only.' Where should a report be taken at 5:20 p.m.?

- A. Desk 4.
- B. Desk 1.

- C. Desk 2.
- D. No desk accepts reports after 5:00 p.m.

11. Use only this fictional bulletin: 'The morning inspection covers doors, lights, and communication equipment. Brake testing is scheduled separately for the afternoon.' Which item is not part of the morning inspection?

- A. Door inspection.
- B. Light inspection.
- C. Brake testing.
- D. Communication-equipment inspection.

12. Use only this fictional notice: 'Employees receiving a blue card should report to Room 210. Employees receiving a yellow card should report to Room 115. Red cards require a call to the scheduling desk.' Where should a yellow-card employee go?

- A. Room 210.
- B. Report first to the scheduling desk.
- C. Any available training room.
- D. Room 115.

13. Use only this fictional bulletin: 'The 3:10 p.m. briefing has been moved to 3:40 p.m. The location remains Conference Room B. All other briefings are unchanged.' What changed?

- A. The briefing location.
- B. Every briefing time.
- C. The time of the 3:10 p.m. briefing.
- D. Conference Room B was closed.

14. Use only this fictional notice: 'A temporary speed restriction begins at Marker 12 and ends after Marker 18. The notice applies only to the northbound track.' Which statement is supported?

- A. The restriction applies on both tracks.
- B. The restriction begins after Marker 18.
- C. The restriction applies only before Marker 12.
- D. Restriction: northbound track, Marker 12 through Marker 18.

15. Use only this fictional bulletin: 'Visitors must sign in at the front desk and display a visitor badge. Delivery drivers may use the loading entrance but must still sign in.' Which requirement applies to delivery drivers?

- A. They may skip sign-in if using the loading entrance.
- B. They must sign in.
- C. They must use the front entrance only.
- D. They are not covered by any visitor procedure.

16. Use only this fictional notice: 'If weather conditions delay the outdoor drill, the classroom lesson will begin first. The drill will then occur when conditions improve. The total training period will not be shortened.' What happens if weather causes a delay?

- A. The classroom lesson begins first.
- B. Training is canceled for the day.
- C. The total training period is shortened.
- D. The drill occurs first despite the weather.

17. Use only this fictional bulletin: 'Tool kits are issued by employee number. Kits must be returned to the same counter where issued. Missing tools must be reported before the employee leaves the counter.' What must happen before leaving if a tool is missing?

- A. The missing tool must be reported.
- B. The kit must be taken to another counter.
- C. The employee should replace the tool personally.
- D. The employee should leave first and report later.

18. Which sentence is the clearest and most appropriate way to report that a door did not close on the first command at 8:12 a.m.?

- A. The door was acting weird around 8:12 a.m.
- B. At 8:12 a.m. the door, which was bad, it did not close.
- C. I think the door probably failed because somebody damaged it.
- D. At 8:12 a.m., the door did not close on the first command.

19. Which sentence is the clearest and most appropriate way to report that a passenger reported a wet floor near the center doors at 3:05 p.m.?

- A. A passenger said there was some kind of problem by the doors.
- B. There was a wet floor, probably from someone spilling something, at 3:05.
- C. At 3:05 p.m., a passenger reported a wet floor near the center doors.
- D. Passenger wet floor center doors 3:05 and it was reported.

20. Which sentence is the clearest and most appropriate way to report that the radio lost audio for approximately ten seconds at 10:41 a.m.?

- A. The radio went totally crazy for a little while.
- B. At 10:41 a.m., radio audio was lost for approximately ten seconds.
- C. At 10:41 a.m. the radio was, like, not working right.
- D. The radio failed because the battery was obviously defective.

21. Which sentence is the clearest and most appropriate way to report that an inspection began at 6:30 a.m. and ended at 6:47 a.m.?

- A. The inspection started early and then eventually ended.
- B. The inspection began at 6:30 a.m. and ended at 6:47 a.m.
- C. At 6:30, the inspection began, it ended at 6:47.
- D. The inspection was successfully perfect from 6:30 until 6:47.

22. Which sentence is the clearest and most appropriate way to report that two warning lights illuminated during the equipment check.?

- A. A couple of lights did a strange thing during the check.
- B. During the equipment check, two warning lights illuminated, which definitely means the unit is unsafe.
- C. Two warning lights illuminated during the equipment check and stuff.
- D. Two warning lights illuminated during the equipment check.

23. Which sentence is the clearest and most appropriate way to report that the scheduled departure was delayed six minutes because the platform was being cleared.?

- A. Departure was delayed six minutes while the platform was being cleared.
- B. We were late because people took forever on the platform.
- C. Departure was delayed, and it was six minutes, the platform was clearing.
- D. The platform situation was obviously mishandled and caused a delay.

24. Which sentence is the clearest and most appropriate way to report that a supervisor requested a second equipment check after an indicator remained on.?

- A. The supervisor made us check it again because the indicator was annoying.
- B. The indicator stayed on, the supervisor requested another check.
- C. After the indicator remained on, the supervisor requested a second equipment check.
- D. The supervisor knew the equipment was broken and requested another check.

25. Which sentence is the clearest and most appropriate way to report that a bag was found on a bench at 11:18 a.m. and reported to the control desk.?

- A. Some bag was sitting around, so I told somebody.
- B. At 11:18 a.m., a bag found on a bench was reported to the control desk.
- C. At 11:18 a.m. a suspicious bag was found, obviously left on purpose.
- D. A bag was found on a bench at 11:18 a.m., it was reported.

26. Which sentence is the clearest and most appropriate way to report that the operator received the revised schedule at 1:25 p.m.?

- A. The operator received the revised schedule at 1:25 p.m.
- B. The operator finally got the new schedule sometime after lunch.
- C. At 1:25 p.m. the revised schedule was received by the operator and it was kind of late.
- D. The operator received the schedule at 1:25 p.m., which proves scheduling made an error.

27. Which sentence is the clearest and most appropriate way to report that a passenger asked for directions to the west exit at 4:02 p.m.?

- A. At 4:02, this passenger was confused and wanted to know where to go.
- B. A passenger asked for the west exit, and they clearly were not paying attention.
- C. Passenger asking directions west exit 4:02 p.m.
- D. At 4:02 p.m., a passenger asked for directions to the west exit.

28. Which sentence is the clearest and most appropriate way to report that the cab temperature gauge changed from 70 degrees to 82 degrees in five minutes.?

- A. The cab got way too hot really fast.
- B. The gauge rose from 70 to 82 degrees, so the cooling system was definitely broken.
- C. The cab temperature gauge rose from 70 degrees to 82 degrees in five minutes.
- D. The cab temperature gauge it rose twelve degrees in five minutes.

29. Which sentence is the clearest and most appropriate way to report that a scheduled inspection was postponed until 2:30 p.m.?

- A. The inspection got pushed back to later.
- B. The scheduled inspection was postponed until 2:30 p.m. because management forgot about it.
- C. The scheduled inspection, it was postponed until 2:30 p.m.
- D. The scheduled inspection was postponed until 2:30 p.m.

30. Which sentence is the clearest and most appropriate way to report that a communication check produced clear audio on the second attempt.?

- A. The communication check produced clear audio on the second attempt.
- B. The radio finally worked right the second time.
- C. The communication check produced clear audio on the second attempt, so the first failure was definitely operator error.
- D. On the second attempt clear audio, the communication check produced.

31. Which sentence is the clearest and most appropriate way to report that three passengers exited at Cedar Station before the doors closed.?

- A. Some people got off at Cedar before we closed up.
- B. Three passengers exited at Cedar Station, and they were probably in a hurry.
- C. Three passengers exited at Cedar Station before the doors closed.
- D. Before the doors closed three passengers exited Cedar Station and it was fine.

32. Which sentence is the clearest and most appropriate way to report that the equipment check was repeated after a loose connector was observed.?

- A. We did the check over because something looked wrong.
- B. The equipment check was repeated after a loose connector was observed.
- C. A loose connector was observed, so the entire unit was obviously defective.
- D. The equipment check repeated after observing a loose connector it.

33. During a routine walk-through, which observation most clearly signals a condition that could interfere with normal train movement?

- A. A rigid object is protruding into the track area.
- B. A clean bench is empty.
- C. A timetable is posted slightly crooked.
- D. A trash bin is half full.

34. Which observation most strongly suggests that a door system needs immediate attention before normal operation continues?

- A. The floor was swept recently.
- B. A door-status indicator remains active after the close command.
- C. A passenger asks what time it is.
- D. A route map has a small crease.

35. Which condition is the strongest sign of a developing equipment problem?

- A. A seat cushion has a faded spot.
- B. A printed notice uses small type.
- C. A gauge reading changes rapidly without a related operating change.
- D. A clock is one minute slow.

36. Which observation should most immediately raise concern about electrical safety in a work area?

- A. A dry mop is stored in a closet.
- B. A paper sign is taped to a wall.
- C. A chair is positioned near a desk.
- D. Standing water is present beside energized electrical equipment.

37. Which condition most clearly indicates that communication may be unreliable?

- A. One message is spoken slowly.
- B. Several consecutive radio messages are received with missing audio.
- C. A passenger speaks quietly nearby.
- D. A printed schedule has a folded corner.

38. Which observation most strongly suggests an obstruction problem at a doorway?

- A. A passenger is seated away from the doorway.
- B. An advertisement is mounted above the seats.
- C. A bag remains partly between the door edges after closing begins.
- D. A window has a small fingerprint.

39. Which condition is the clearest sign that a written route instruction and an observed condition do not agree?

- A. Both the card and indicator direct left.
- B. The card is printed in black ink.
- C. The indicator is mounted above eye level.
- D. The routing card directs left, but the displayed route indicator directs right.

40. Which observation most strongly suggests a mechanical issue rather than a normal variation?

- A. A new, repeated vibration begins at the same speed on each run.
- B. Sunlight changes as the train enters shade.
- C. A passenger moves from one seat to another.
- D. The platform becomes less crowded after departure.

41. Which condition most clearly indicates that a walkway may be unsafe to use?

- A. A wall is newly painted.
- B. A posted sign is printed in blue.
- C. A loose panel is raised above the walking surface.
- D. A closed cabinet is locked.

42. Which observation most strongly suggests that a control may not be responding as expected?

- A. The control label is easy to read.
- B. The control moves, but its indicator does not change.

- C. The surrounding panel is clean.
- D. The operator's seat is adjusted forward.

43. For this practice item, apply only these fictional rules: If Indicator X is red, stop the test and notify the supervisor. If Indicator X is amber, repeat the check. Indicator X is red. What follows?

- A. Repeat the check and continue.
- B. Ignore the indicator because it is not amber.
- C. Continue unless a second indicator changes.
- D. Stop the test and notify the supervisor.

44. Apply only these fictional rules: Employees with a blue pass enter through Gate B. Employees with a green pass enter through Gate C. Mira has a green pass. Which gate should Mira use?

- A. Gate C.
- B. Gate B.
- C. Either gate without restriction.
- D. No gate until the pass turns blue.

45. Apply only these fictional rules: If a checklist item fails, mark it incomplete. If every item passes, mark the checklist complete. Item 4 fails. How must the checklist be marked?

- A. Incomplete.
- B. Complete.
- C. Complete if the other items pass.
- D. Unmarked until the next shift.

46. Apply only these fictional rules: A notice labeled PRIORITY must be read before routine notices. Routine notices may be read in any order after all priority notices. One priority notice and three routine notices are waiting. What must be read first?

- A. Any routine notice.
- B. The priority notice.
- C. The shortest notice.
- D. The oldest routine notice.

47. Apply only these fictional rules: If a room is marked CLOSED, do not enter. If it is marked LIMITED, enter only with an escort. Room 8 is marked LIMITED. What is permitted?

- A. Enter freely without an escort.
- B. Never enter Room 8 under any condition.
- C. Enter only if the CLOSED sign is also posted.
- D. Enter Room 8 only with an escort.

48. Apply only these fictional rules: If a report is urgent, send it immediately. If it is routine, place it in the end-of-shift queue. The report is urgent. What should happen?

- A. Place it in the end-of-shift queue.
- B. Wait until it becomes routine.
- C. Send it immediately.
- D. Hold it unless another urgent report arrives.

49. Apply only these fictional rules: Badge A permits access to Areas 1 and 2. Badge B permits access to Area 3 only. Leon has Badge B. Which area is authorized?

- A. Areas 1 and 2 only.
- B. Areas 1, 2, and 3.
- C. No area at all.
- D. Area 3 only.

50. Apply only these fictional rules: If the status light is off, begin Step 2. If the status light is on, remain at Step 1. The light is on. Where should the process remain?

- A. At Step 2.
- B. At Step 1.
- C. At Step 3.
- D. At whichever step is fastest.

51. Apply only these fictional rules: Packages over 20 pounds go to Counter 4. Packages of 20 pounds or less go to Counter 2. A package weighs 18 pounds. Where should it go?

- A. Counter 2.
- B. Counter 4.
- C. Either counter.
- D. Neither counter.

52. Apply only these fictional rules: If both switches are up, the test may begin. If either switch is down, the test must not begin. Switch 1 is up and Switch 2 is down. What follows?

- A. The test may begin because one switch is up.
- B. The test must begin immediately.
- C. The test must not begin.
- D. The switch positions do not affect the test.

53. A fictional four-step procedure requires: 1) read the notice, 2) sign the acknowledgment, 3) place the copy in the folder, 4) begin the assigned task. Which sequence follows the procedure?

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

54. A fictional check requires: 1) inspect the cable, 2) connect the cable, 3) confirm the indicator, 4) record the result. Which sequence is correct?

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

55. A fictional reporting process requires: 1) note the time, 2) describe the observed condition, 3) identify the location, 4) submit the report. Which sequence is correct?

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

56. A fictional start-up sequence requires: 1) verify the area is clear, 2) complete the communication check, 3) review the route card, 4) request release. Which sequence is correct?

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

57. A fictional equipment return process requires: 1) count the tools, 2) report any missing item, 3) close the kit, 4) return the kit to the counter. Which sequence is correct?

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

58. A fictional incident-response sequence requires: 1) observe the condition, 2) move to the designated safe location, 3) contact the control desk, 4) record the event. Which sequence is correct?

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

59. A fictional document process requires: 1) check the form number, 2) complete required fields, 3) review for omissions, 4) sign the form. Which sequence is correct?

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

60. A fictional training check-in requires: 1) show identification, 2) receive the room assignment, 3) enter the assigned room, 4) take the designated seat. Which sequence is correct?

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

61. A fictional inspection sequence requires: 1) read the checklist, 2) inspect Item A, 3) inspect Item B, 4) sign after both inspections. Which sequence is correct?

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

62. A fictional end-of-shift process requires: 1) secure issued equipment, 2) complete the activity log, 3) submit required reports, 4) sign out. Which sequence is correct?

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

63. On a simple grid, you start at $(0, 0)$, with east increasing x and north increasing y . You move 3 units north, then 2 units east. Where do you finish?

- A. $(3, 3)$
- B. $(2, 3)$
- C. $(2, 4)$
- D. $(1, 2)$

64. On a simple grid, you start at $(4, 1)$, with east increasing x and north increasing y . You move 3 units west, then 1 units south. Where do you finish?

- A. $(2, 0)$
- B. $(1, 1)$
- C. $(0, 0)$
- D. $(1, 0)$

65. On a simple grid, you start at $(2, 5)$, with east increasing x and north increasing y . You move 2 units south, then 4 units east. Where do you finish?

- A. $(7, 3)$
- B. $(6, 4)$
- C. $(6, 3)$
- D. $(5, 2)$

66. On a simple grid, you start at $(7, 2)$, with east increasing x and north increasing y . You move 5 units north, then 2 units west. Where do you finish?

- A. (5, 7)
- B. (6, 7)
- C. (5, 8)
- D. (4, 6)

67. On a simple grid, you start at (3, 3), with east increasing x and north increasing y . You move 6 units east, then 2 units south. Where do you finish?

- A. (10, 1)
- B. (9, 1)
- C. (9, 2)
- D. (8, 0)

68. On a simple grid, you start at (5, 5), with east increasing x and north increasing y . You move 4 units west, then 1 units north. Where do you finish?

- A. (2, 6)
- B. (1, 7)
- C. (0, 5)
- D. (1, 6)

69. On a simple grid, you start at (1, 7), with east increasing x and north increasing y . You move 5 units south, then 1 units west. Where do you finish?

- A. (1, 2)
- B. (0, 3)
- C. (0, 2)
- D. (0, 1)

70. On a simple grid, you start at (6, 0), with east increasing x and north increasing y . You move 4 units north, then 3 units east. Where do you finish?

- A. (10, 4)
- B. (9, 5)
- C. (8, 3)
- D. (9, 4)

71. On a simple grid, you start at (8, 6), with east increasing x and north increasing y. You move 5 units west, then 3 units south. Where do you finish?

- A. (4, 3)
- B. (3, 3)
- C. (3, 4)
- D. (2, 2)

72. On a simple grid, you start at (2, 2), with east increasing x and north increasing y. You move 2 units east, then 6 units north. Where do you finish?

- A. (4, 8)
- B. (5, 8)
- C. (4, 9)
- D. (3, 7)

73. A marker reading increases from 124 to 167. What is the increase?

- A. 33
- B. 53
- C. 43
- D. 291

74. A task takes 18 minutes and is repeated 4 times. How many total minutes are required?

- A. 72

- B. 54
- C. 76
- D. 82

75. A supply cabinet holds 96 items divided equally among 8 shelves. How many items are on each shelf?

- A. 8
- B. 12
- C. 10
- D. 14

76. A route segment is 35 units long and another is 28 units long. What is their combined length?

- A. 53
- B. 57
- C. 73
- D. 63

77. A shift has 480 minutes. If 45 minutes are used for scheduled breaks, how many minutes remain?

- A. 425
- B. 435
- C. 445
- D. 525

78. A set of 7 identical checks takes 9 minutes each. How many minutes do all checks take?

- A. 56
- B. 72
- C. 79

D. 63

79. A total of 144 forms are packed equally into 12 boxes. How many forms go in each box?

A. 12

B. 10

C. 14

D. 16

80. A distance changes from 2,350 feet to 2,975 feet. What is the difference?

A. 525

B. 575

C. 625

D. 725

81. A 90-minute task is 40% complete. How many minutes of work have been completed?

A. 30

B. 40

C. 54

D. 36

82. Three inspection periods last 22, 17, and 26 minutes. What is the total time?

A. 55

B. 65

C. 60

D. 75

83. Imagine an arrow pointing north. It is rotated 90 degrees clockwise. Which direction does it point afterward?

- A. East
- B. North
- C. South
- D. West

84. Imagine an arrow pointing east. It is rotated 90 degrees clockwise. Which direction does it point afterward?

- A. North
- B. East
- C. South
- D. West

85. Imagine an arrow pointing south. It is rotated 90 degrees counterclockwise. Which direction does it point afterward?

- A. North
- B. South
- C. West
- D. East

86. Imagine an arrow pointing west. It is rotated 180 degrees clockwise. Which direction does it point afterward?

- A. North
- B. South
- C. East
- D. West

87. Imagine an arrow pointing north. It is rotated 270 degrees clockwise. Which direction does it point afterward?

- A. West
- B. North
- C. East
- D. South

88. Imagine an arrow pointing east. It is rotated 180 degrees counterclockwise. Which direction does it point afterward?

- A. North
- B. West
- C. East
- D. South

89. Imagine an arrow pointing south. It is rotated 270 degrees counterclockwise. Which direction does it point afterward?

- A. North
- B. East
- C. South
- D. West

90. Imagine an arrow pointing west. It is rotated 90 degrees counterclockwise. Which direction does it point afterward?

- A. North
- B. South
- C. East
- D. West

91. Imagine an arrow pointing north. It is rotated 180 degrees clockwise. Which direction does it point afterward?

- A. North
- B. East
- C. South
- D. West

92. A passenger asks how to reach Exit B. A posted sign says, 'Exit B: use the stairs at the north end of the platform.' Which response is best?

- A. 'Exit B is at the north end of the platform; use those stairs.'
- B. 'Just follow everybody else.'
- C. 'I think it might be somewhere upstairs.'
- D. 'Exit B is closed,' even though the sign does not say that.

93. A passenger asks when service will resume. The only available notice says, 'Delay in progress; restoration time not yet available.' Which response is best?

- A. 'It will definitely resume in ten minutes.'
- B. 'Nobody knows anything, so just wait.'
- C. 'Service is delayed, and a restoration time has not yet been announced.'
- D. 'The delay is probably going to last all day.'

94. A passenger appears confused by two signs. One says 'Downtown trains: Platform 1' and the other says 'Uptown trains: Platform 2.' The passenger wants downtown. What is the best response?

- A. 'Try Platform 2 and see what happens.'
- B. 'Either platform should be fine.'
- C. 'I cannot help with directions.'
- D. 'For downtown service, use Platform 1.'

95. A passenger asks whether an elevator is working. The status board says 'Elevator temporarily out of service.' Which response is best?

- A. 'The elevator is temporarily out of service according to the status board.'
- B. 'It should start working any minute.'
- C. 'It is probably fine despite the sign.'
- D. 'I have no idea; the board is usually wrong.'

96. A passenger is upset about a delay and speaks sharply. Which response is most professional?

- A. 'Calm down or I will not answer you.'
- B. I can share the current posted update with you.
- C. 'The delay is not my problem.'
- D. 'You should have planned better.'

97. A passenger asks for a destination that is not shown on the available map. What is the best response?

- A. 'Take the first train; it probably goes there.'
- B. 'Any route should eventually get you there.'
- C. 'Make up a route and change trains if it fails.'
- D. I do not want to guess; let me verify the route.

98. A passenger asks which exit is accessible. A station notice says, 'Accessible exit: Main Street, elevator at south end.' Which response is best?

- A. 'Any exit should be accessible.'
- B. 'Use the Main Street exit; the elevator is at the south end.'
- C. 'Use the north end because it is closer.'
- D. 'I think the elevator is near a different street.'

99. A passenger asks whether a transfer is free, but the only available information does not address fares. Which response is best?

- A. 'Yes, every transfer is always free.'
- B. 'No, transfers always cost extra.'
- C. Please check the official source for confirmed fare information.
- D. 'Just try it and see what happens.'

100. A passenger asks for the next stop. A posted route card lists 'Oak, Pine, Cedar,' and the train is currently at Oak. Which response is best?

- A. 'The next listed stop is Pine.'
- B. 'The next stop is Cedar.'
- C. 'There is no way to tell from the route card.'
- D. 'The next stop could be any station.'

Practice Exam 6: Answer Key and Explanations

1. D — The bulletin directly says Track 2 is unavailable until 7:00 a.m. and that crews must use Track 3 during that interval. Therefore, the supported statement is that Track 3 is required before 7:00 a.m. The item must be answered from the bulletin itself, not from outside assumptions. Careful reading means separating what is explicitly supported from what merely sounds plausible.

2. B — The notice places 2:20 p.m. inside the 2:15 to 2:25 test period and specifically says operators should remain on the assigned channel during the test. Normal channel changes are not permitted by the notice until after 2:25 p.m. The item must be answered from the bulletin itself, not from outside assumptions.

3. C — The bulletin states without qualification that Car 5 is held for inspection, so it is definitely unavailable at the start. Cars 1 through 4 are available, while Car 6 has a conditional status and may become usable after release. The item must be answered from the bulletin itself, not from outside assumptions.

4. A — The notice says the east stairway is closed but the west stairway stays open. It also says elevator service is unaffected, so the statement that only the elevator remains available is too restrictive. The west

stairway is plainly available throughout the stated closure. The item must be answered from the bulletin itself, not from outside assumptions.

5. D — The bulletin identifies one specific reason for return: a missing incident time. Electronic submission or signature is not prohibited, and a complete form submitted before the shift ends meets the stated requirements. Therefore, the form lacking the incident time would be returned. The item must be answered from the bulletin itself, not from outside assumptions.

6. B — Check-in closes at 7:55 a.m. An arrival at 7:58 a.m. is three minutes after that deadline, even though instruction has not yet begun. The other listed times all occur before 7:55 a.m. and therefore remain within the check-in window. The item must be answered from the bulletin itself, not from outside assumptions.

7. C — The bulletin explicitly states that a shuttle operates between Pine Street and Oak Street during the maintenance window. Regular Route A service does not resume beyond Oak Street until 4:30 p.m., and the bulletin never says that a maintenance train carries passengers. The item must be answered from the bulletin itself, not from outside assumptions.

8. B — The notice ties required attendance directly to a current Zone C assignment. It specifically excludes employees assigned only to Zones A or B from the requirement. Therefore, a person assigned to Zone C today is the group clearly required to attend. The item must be answered from the bulletin itself, not from outside assumptions.

9. A — The bulletin says both conditions are required, so neither condition alone is enough. The cabinet may be opened only after the power indicator is dark and the authorization tag is attached. Each distractor ignores one or both of the stated prerequisites. The item must be answered from the bulletin itself, not from outside assumptions.

10. A — The notice changes the reporting location after 5:00 p.m. At 5:20 p.m., Desk 1 is no longer the designated location, while Desk 4 is specifically identified for lost-property reports. Desk 2 is limited to payroll questions. The item must be answered from the bulletin itself, not from outside assumptions. That distinction makes the keyed choice the best answer.

11. C — The bulletin lists doors, lights, and communication equipment as the morning inspection subjects. It then separates brake testing and schedules it for the afternoon. Therefore, brake testing is the one listed activity that is not part of the morning inspection. The item must be answered from the bulletin itself, not from outside assumptions.

12. D — The notice assigns a different destination to each card color. Yellow cards are specifically linked to Room 115, while blue cards go to Room 210 and red cards require a scheduling call. No language allows a yellow-card employee to choose any room. The item must be answered from the bulletin itself, not from outside assumptions.

13. C — The bulletin changes one fact: the 3:10 p.m. briefing is moved to 3:40 p.m. It expressly says the location remains Conference Room B and that all other briefings are unchanged. Therefore, only that

briefing's time changed. The item must be answered from the bulletin itself, not from outside assumptions. That distinction makes the keyed choice the best answer.

14. D — The notice identifies both the affected direction and the marker range. It says the restriction begins at Marker 12, ends after Marker 18, and applies only to the northbound track. The keyed statement is the only choice that preserves all three details. The item must be answered from the bulletin itself, not from outside assumptions.

15. B — The bulletin gives delivery drivers a different entrance option but explicitly keeps the sign-in requirement. Using the loading entrance does not waive sign-in. The other choices either remove a stated requirement or impose a front-entrance restriction that the bulletin does not contain. The item must be answered from the bulletin itself, not from outside assumptions.

16. A — The notice directly explains the contingency: when weather delays the outdoor drill, the classroom lesson begins first and the drill follows after conditions improve. It also says the total training period will not be shortened, so cancellation or shortening is unsupported. The item must be answered from the bulletin itself, not from outside assumptions.

17. A — The bulletin requires missing tools to be reported before the employee leaves the counter. It does not instruct employees to replace tools personally or move the kit to another counter. Reporting later would directly violate the timing stated in the bulletin. The item must be answered from the bulletin itself, not from outside assumptions.

18. D — The keyed sentence states the observable event and exact time without guessing about a cause. It is grammatically complete and suitable for a report. The alternatives use vague wording, contain awkward grammar, or speculate about damage that the scenario does not establish. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

19. C — The keyed sentence identifies who reported the condition, what was reported, where it was located, and when the report occurred. It stays neutral and complete. The distractors are vague, speculate about the cause, or use sentence fragments that reduce clarity. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

20. B — The keyed version gives a time, the specific symptom, and the approximate duration in neutral language. It does not claim a cause that was not observed. The other choices are informal, imprecise, or speculative, which would make an operational report less reliable. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

21. B — The keyed sentence presents the beginning and ending times clearly in one complete sentence. It avoids a comma splice and does not add an unsupported judgment about the quality of the inspection. The alternatives are vague, grammatically faulty, or unnecessarily evaluative. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

22. D — The keyed sentence records exactly what was observed without slang or an unsupported conclusion. It is concise, specific, and grammatically complete. The alternatives use vague language,

add a safety judgment not established by the facts, or end with informal wording. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

23. A — The keyed sentence records the length of the delay and the observable circumstance in neutral language. It avoids blaming individuals or implying misconduct. The distractors are informal, grammatically awkward, or accusatory beyond what the scenario supports. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

24. C — The keyed sentence gives the observed condition first and then the supervisor's requested action. It remains factual and grammatically complete. The alternatives use emotional wording, create a comma splice, or state that the equipment was broken even though that conclusion was not provided. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

25. B — The keyed sentence states the time, object, location, and reporting action without labeling the bag suspicious or assigning intent. The other choices are vague, speculative, or joined incorrectly with a comma splice, making them less appropriate for a formal report. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

26. A — The keyed sentence identifies the action, document, recipient, and exact time without commentary. The distractors use vague timing, informal judgment, or an unsupported conclusion that scheduling made an error. Neutral wording is stronger for an operational record. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

27. D — The keyed sentence records the request and time directly, without judging the passenger. It is a complete sentence with a clear object. The alternatives add unnecessary assumptions about confusion or attention, or reduce the report to a fragment. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

28. C — The keyed sentence reports the measured change and time interval precisely. It avoids a vague emotional description and does not diagnose a failed cooling system. The remaining distractor is grammatically faulty because it unnecessarily repeats the subject with a pronoun. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

29. D — The keyed sentence states exactly what changed and gives the new time. It is concise and grammatically correct. The distractors are vague, invent a cause that was not supplied, or use an unnecessary repeated subject that weakens formal writing. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

30. A — The keyed sentence states the outcome and identifies which attempt produced it, without assigning blame for the first attempt. The alternatives are informal, speculative about operator error, or awkwardly constructed in a way that makes the sentence harder to understand. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

31. C — The keyed sentence records the number of passengers, location, and sequence clearly. It avoids slang, speculation about motives, and unnecessary commentary. The other choices are less precise or

add information that was not observed and is not needed in a factual report. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

32. B — The keyed sentence gives the observed condition and subsequent action in a neutral, complete form. The distractors are vague, leap to an unsupported conclusion about the entire unit, or contain grammatical errors that make the meaning less clear. Operational writing should be specific, neutral, concise, and easy for another employee to understand.

33. A — An object protruding into the track area could physically interfere with train movement, so it is the clearest operational problem in the choices. The other observations describe ordinary conditions that do not, by themselves, indicate interference with movement. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

34. B — A door-status indicator that remains active after a close command suggests the door condition may not match the expected closed state. That discrepancy is directly relevant to normal operation. The other observations are routine or cosmetic and do not indicate a comparable equipment problem. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

35. C — A gauge that changes rapidly without a corresponding operating change may indicate an abnormal condition in the equipment or its indication system. The other choices are minor appearance or convenience issues and are less likely to signal an emerging operational problem. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

36. D — Standing water beside energized electrical equipment creates an obvious potential interaction between water and electricity, making it the most serious condition listed. The other observations are ordinary housekeeping conditions and do not describe the same immediate electrical hazard. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

37. B — Repeated messages with missing audio show a continuing communication problem rather than a one-time speaking style issue. Reliable communication depends on receiving complete information. The other choices do not demonstrate that the radio system itself is failing to carry messages clearly. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

38. C — A bag caught partly between the door edges is directly in the closing path and can prevent normal door movement. The other choices are unrelated to the doorway's ability to close and do not present the same immediate interference. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

39. D — The routing card and displayed indicator give opposite directions, creating a clear discrepancy that must be recognized before relying on either one. The other choices either show agreement or describe harmless physical characteristics that do not create conflicting operational information. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

40. A — A new vibration that repeats at the same operating condition is a consistent mechanical symptom and therefore deserves attention. The other choices are expected environmental or passenger

changes and do not indicate a recurring equipment-related pattern. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

41. C — A raised, loose panel creates a direct trip or footing hazard in the walking path. The other conditions describe appearance, signage, or normal security and do not interfere with a person's ability to walk safely through the area. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

42. B — When a control is moved repeatedly and the associated indicator does not change, the response differs from what would normally be expected and may signal a control or indication problem. The other observations are normal conditions and do not show a failure to respond. Problem sensitivity means noticing the condition most likely to interfere with safe, normal operation.

43. D — The supplied rule directly links a red Indicator X to stopping the test and notifying the supervisor. Because the scenario says the indicator is red, that rule applies immediately. The amber rule does not apply, and no second-indicator condition appears in the given rules. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

44. A — The rule assigns Gate C to employees holding a green pass, and Mira is explicitly stated to have a green pass. Therefore, Gate C follows directly. The other options either apply the blue-pass rule or add restrictions that the question never states. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

45. A — The rules say any failed checklist item causes the checklist to be marked incomplete. Since Item 4 fails, the condition for incomplete status is satisfied. The rule for complete status requires every item to pass, which cannot be true in this scenario. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

46. B — The rule establishes a mandatory precedence: every notice labeled PRIORITY must be read before routine notices. Because one priority notice is waiting, it must come first. Length and age are not part of the supplied rules, so those factors cannot control the answer. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

47. D — The LIMITED rule permits entry only with an escort. Room 8 is specifically marked LIMITED, so escorted entry is the action allowed by the stated rules. The CLOSED rule does not apply because the scenario does not say Room 8 is marked CLOSED. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

48. C — The report is identified as urgent, and the urgent-report rule says it must be sent immediately. The routine queue applies only to routine reports. The other choices introduce delays or conditions that are not included anywhere in the supplied rules. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

49. D — The rules grant Badge B access to Area 3 only, and Leon has Badge B. Therefore, Area 3 is the sole authorized area under the question. Access to Areas 1 and 2 belongs to Badge A and cannot be

transferred by assumption. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

50. B — The status light is on, and the supplied rule says an on light means the process remains at Step 1. The instruction to begin Step 2 applies only when the light is off. Speed is irrelevant because no fastest-step rule is provided. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

51. A — An 18-pound package is 20 pounds or less, so it fits the rule directing such packages to Counter 2. Counter 4 is reserved for packages over 20 pounds. The other choices ignore the clear weight boundary stated in the question. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

52. C — The rule requires both switches to be up before the test may begin. Here, Switch 2 is down, so the condition for beginning is not satisfied and the rule requiring the test not to begin applies. One up switch is not enough. Deductive reasoning requires applying the stated rule exactly to the facts given in the scenario.

53. A — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

54. D — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

55. B — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

56. C — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

57. B — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

58. C — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required

prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

59. D — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

60. A — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

61. A — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

62. C — The stated procedure gives a fixed four-step order. The keyed sequence keeps Step 1 before Step 2, Step 2 before Step 3, and Step 3 before Step 4 without reversing or skipping any required prerequisite. Information-ordering items test whether a required sequence is kept intact from beginning to end. The correct response preserves every prerequisite before the next action occurs.

63. B — Starting at (0, 0), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 2$ and $y = 3$, so the final coordinate is (2, 3). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

64. D — Starting at (4, 1), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 1$ and $y = 0$, so the final coordinate is (1, 0). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

65. C — Starting at (2, 5), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 6$ and $y = 3$, so the final coordinate is (6, 3). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

66. A — Starting at (7, 2), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 5$ and $y = 7$, so the final coordinate is (5, 7). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

67. B — Starting at (3, 3), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 9$ and $y = 1$, so the final coordinate is (9, 1). Spatial

orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

68. D — Starting at (5, 5), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 1$ and $y = 6$, so the final coordinate is (1, 6). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

69. C — Starting at (1, 7), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 0$ and $y = 2$, so the final coordinate is (0, 2). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

70. D — Starting at (6, 0), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 9$ and $y = 4$, so the final coordinate is (9, 4). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

71. B — Starting at (8, 6), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 3$ and $y = 3$, so the final coordinate is (3, 3). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

72. A — Starting at (2, 2), each east-west move changes x and each north-south move changes y . Applying the two moves in order gives $x = 4$ and $y = 8$, so the final coordinate is (4, 8). Spatial orientation requires tracking position and direction consistently as each movement is completed. Combining the north-south and east-west changes produces the final location.

73. C — Using the quantities in the stem and the required arithmetic gives 43. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

74. A — Using the quantities in the stem and the required arithmetic gives 72. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

75. B — Using the quantities in the stem and the required arithmetic gives 12. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

76. D — Using the quantities in the stem and the required arithmetic gives 63. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside

information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

77. B — Using the quantities in the stem and the required arithmetic gives 435. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

78. D — Using the quantities in the stem and the required arithmetic gives 63. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

79. A — Using the quantities in the stem and the required arithmetic gives 12. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

80. C — Using the quantities in the stem and the required arithmetic gives 625. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

81. D — Using the quantities in the stem and the required arithmetic gives 36. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

82. B — Using the quantities in the stem and the required arithmetic gives 65. This result comes directly from the numerical relationship stated in the problem, so no additional operational rule or outside information is needed to solve it. The arithmetic uses only the quantities provided in the stem and the indicated operation.

83. A — Represent the starting direction as north and rotate it 90 degrees clockwise, which equals 1 quarter-turn. Following those turns places the arrow pointing east. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

84. C — Represent the starting direction as east and rotate it 90 degrees clockwise, which equals 1 quarter-turn. Following those turns places the arrow pointing south. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

85. D — Represent the starting direction as south and rotate it 90 degrees counterclockwise, which equals 1 quarter-turn. Following those turns places the arrow pointing east. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

86. C — Represent the starting direction as west and rotate it 180 degrees clockwise, which equals 2 quarter-turns. Following those turns places the arrow pointing east. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

87. A — Represent the starting direction as north and rotate it 270 degrees clockwise, which equals 3 quarter-turns. Following those turns places the arrow pointing west. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

88. B — Represent the starting direction as east and rotate it 180 degrees counterclockwise, which equals 2 quarter-turns. Following those turns places the arrow pointing west. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

89. D — Represent the starting direction as south and rotate it 270 degrees counterclockwise, which equals 3 quarter-turns. Following those turns places the arrow pointing west. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

90. B — Represent the starting direction as west and rotate it 90 degrees counterclockwise, which equals 1 quarter-turn. Following those turns places the arrow pointing south. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

91. C — Represent the starting direction as north and rotate it 180 degrees clockwise, which equals 2 quarter-turns. Following those turns places the arrow pointing south. Visualization requires mentally rotating or rearranging an object while preserving its internal relationships. The correct choice follows the stated rotation exactly from the original orientation. That distinction makes the keyed choice the best answer.

92. A — The posted sign gives a clear, supported direction to Exit B, and the keyed response communicates that information politely and directly. It does not guess or invent a closure. The other

choices are vague, uncertain, or inconsistent with the information provided. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

93. C — The keyed response accurately repeats the known information and clearly states that no restoration time has been announced. It avoids making an unsupported prediction. The other choices promise a time, dismiss the passenger, or speculate far beyond the notice. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

94. D — The signs provide the exact information needed: downtown trains use Platform 1. The keyed response gives that direction clearly and courteously. The alternatives ignore the posted information, create uncertainty, or refuse help even though a reliable answer is available. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

95. A — The keyed response accurately reports the current status shown on the board and identifies the source of the information. It does not predict when service will return or contradict the posted status. The distractors guess, dismiss reliable information, or speak unprofessionally. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

96. B — The keyed response remains calm, acknowledges the passenger's need for information, and offers a useful next step without arguing. The other choices escalate the interaction, dismiss the concern, or blame the passenger, none of which reflects professional customer service. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

97. D — The keyed response is transparent about the information limit and directs the passenger toward a source that can provide a confirmed route. The other choices guess and could send the passenger the wrong way. Professional service favors accuracy over pretending to know. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

98. B — The station notice specifically identifies the accessible Main Street exit and places the elevator at the south end. The keyed response conveys both facts clearly. The alternatives contradict, ignore, or guess beyond the posted information and could misdirect the passenger. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

99. C — Because the available information does not answer the fare question, the keyed response avoids inventing a rule and points the passenger to an authoritative source. The other choices make absolute claims without support or leave the passenger to experiment with uncertain information. The best response is accurate, calm, respectful, and limited to information supported by the scenario.

100. A — The route card places Pine immediately after Oak, so Pine is the next listed stop. The keyed response gives the supported answer simply and directly. The other choices skip a stop or claim uncertainty even though the sequence provides a clear answer. The best response is accurate, calm, respectful, and limited to information supported by the scenario.