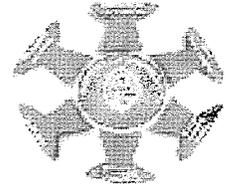




GOVERNMENT OF GUÅHAN
(GUBETNAMENTON GUÅHAN)

DEPARTMENT OF ADMINISTRATION
(DIPATTAMENTON ATMENESTRASION)

HUMAN RESOURCES DIVISION
(Dibision Inadilanto Yan Guinaha Para Taotao)
Post Office Box 884 * Hagåtña, Guam 96932
TEL: (671) 475-1120/1174/1128 * FAX: (671) 477-7100



STUDY GUIDE

FOR

Cashier II

**Test Development & Research Branch
2012**

INTRODUCTION

The Government of Guam requires an employment examination for the Cashier II position. The examination consist of 100 multiple choice questions. Candidates are given up to two (2) hours from the official start of the test to complete the test. You must answer at least 44 questions correctly to pass. The more questions answered correctly, the higher the score. Also, you must pass the written test and not have any pending documents/information in order to be eligible for any vacancies for this position.

These sample problems have been prepared to help acquaint you with the type of problems that will be found on the written examination. Study the problems carefully. The problems given are similar to the ones that will be given on the test. The written examination consists of the following:

- Section I: Knowledge of the Methods & Procedures of Receiving, Recording, Depositing & Accounting for Cash Receipts
- Section II: Knowledge of Training and Supervision
- Section III: Knowledge of Office Practices and Procedures
- Section IV: Interpersonal Skills
- Section V: Ability to Maintain and File Office Records
- Section VI: Knowledge of Basic Arithmetic Computations

SAMPLE PROBLEMS

Each question has four or five possible choices for an answer. You are to select the ONE best answer lettered either A, B, C, D, or E and then completely shade in the corresponding lettered box of your choice on your test answer form. Also, completely erase any errors and stray marks. It is important to follow these instructions during the actual test because your test answer sheet form will be machine scored. (The answers to the sample problems are located on the last page).

Section I: Knowledge of the Methods and Procedures
Of Receiving, Recording, Depositing, and Accounting for Cash Receipts

Instructions: Read the examples carefully and select the correct answer by shading in the letter of your choice. (The answers to the sample problems Are located on the last page).

Ex. 1

A written acknowledgement of a payment is called:

- A. a receipt.
- B. a contract.
- C. an agreement
- D. a bill of lading.

[A][B][C][D]

Ex. 2

A check dated ten days ahead may be cashed:

- A. anytime.
- B. twelve hours before the date of the check.
- C. on the date of the check.
- D. twenty-four hours before the date of the check.

[A][B][C][D]

Instructions: Given below are a group of numbers. Count the number of identical pairs and shade in the letter, which represents the number of identical pairs.

Ex. 3

5860726008 – 5860726008

5860720111 – 5860270111

2869 -- 2896

5860723310 – 5860723310

- A. one
- B. two
- C. three
- D. four

[A] [B] [C] [D]

Ex. 4

How much is a roll of quarters?

- A. \$ 6.00
- B. \$ 8.00
- C. \$ 10.00
- D. \$ 12.00

[A] [B] [C] [D]

Section II: Knowledge of Training and Supervision

Instructions: Read the examples carefully and select the correct answer by shading in the letter of your choice. (The answers to the sample problems are located on the last page).

Ex. 5

A supervisor, in dealing with his employees, should be primarily concerned with:

- A. establishing desirable motivations.
- B. developing office organizational structures.
- C. devising a procedure for corrective action.
- D. implementing public relations policies.

[A][B][C][D]

Ex. 6

It is the responsibility of every instructor to correct the mistakes made by trainees. However, of the various methods of correcting errors the best is to:

- A. compliment the trainee and then show him how to correct the error.
- B. strongly tell the trainees that a mistake has been made.
- C. show the trainee how he could have done it better.
- D. allow the trainee an opportunity to understand his mistakes and let him correct himself.

[A][B][C][D]

Section III: Knowledge of Office Practices and Procedures

Instructions: Read the examples carefully and select the correct answer by shading in the letter of your choice. (The answers to the sample problems are located on the last page).

Ex 7

Which one of the following is the most important indicator that your filing system is not working properly?

- A. You are unable to retrieve material in a timely manner.
- B. There is always a stack of materials to be filed.
- C. There are so many files in the file cabinet that it is difficult to remove.
- D. You must give special training to other secretaries before they understand the system.

[A] [B] [C] [D]

Ex. 8

Assume that you work with files used by 30 people. The most effective and efficient way to know at all times where files are located is to:

- A. request that people borrow files only on a short term basis.
- B. have a sign out sheet with the person's name and office phone number.
- C. require the use of log-out cards indicating the file logged-out and the Name of the person using the file.
- D. require that files be returned to the file section at the end of the work day.

[A] [B] [C] [D]

Section IV: Interpersonal Skills

Instructions: Read the examples carefully and select the correct answer by shading in the letter of your choice. (The answers to the sample problems are located on the last page).

Ex. 9

When a citizen who is under emotional stress reacts to you in a resentful manner your best approach would be to:

- A. Attempt to respond in a calm and objective manner.
- B. remind the citizen that his behavior will reflect unfavorably upon him.
- C. behave in the same general way.
- D. refuse to talk with the citizen at that time.

[A][B][C][D]

Ex. 10

While at your desk, a person approaches you with a question that you cannot answer, what should you do?

- A. Ignore him, hoping that he will go away.
- B. Ask the person to either wait or get his phone number and explain to him that you will seek the advice of someone who is knowledgeable in the area of his question and get back with him right away.
- C. Refer the person to the next section because you are too busy to listen to his problem.
- D. Inform him that you do not know the answer to his questions.

[A][B][C][D]

Section V: Ability to Maintain and File Office Records
--

Instructions: Read the examples carefully and select the correct answer by shading in the letter of your choice. (The answers to the sample problems are located on the last page).

Ex. 11

Of the following factors, the one most necessary to a good filing system is:

- A. direct lighting.
- B. desirable space.
- C. uniformity of classification.
- D. a. method of distinguishing between current and inactive material.

[A][B][C][D]

Ex. 12

Which of the following is used to file by name of person, companies, Agencies, etc., in sequence:

- A. Alphabetical arrangement.
- B. Numerical arrangement.
- C. Chronological arrangement.
- D. Organizational arrangement.

[A][B][C][D]

Section VI: Knowledge of Basic Arithmetic Computations
--

Instructions: Read the examples carefully and select the correct answer by Shading in the letter of your choice. (The answers to the sample problems are located on the last page.)

Ex. 13

Add:	\$ 252.89	A.	\$ 1,871.60
	\$ 621.12	B.	\$ 1,870.80
	\$ 811.59	C.	\$ 1,870.70
	\$161.60	D.	\$ 1,879.70
	\$ 9.95		
	<u>\$13.55</u>		

[A][B][C][D]

Ex. 14

At the price of two pencils for 5 cents, the number of pencils that can be Purchased for 50 cents is:

- A. 25
- B. 20
- C. 18
- D. 10

[A][B][C][D]

If you have any questions pertaining to the test, please feel free to call the Human Resources Division, Test Development & Research Branch at 475-1174/1120. Good Luck!

Answers by example number:

- | | | | | |
|------|------|------|-------|-------|
| 1. A | 4. C | 6. D | 9. A | 12. A |
| 2. C | 5. A | 7. A | 10. B | 13. C |
| 3. B | 6. D | 8. C | 11. C | 14. B |