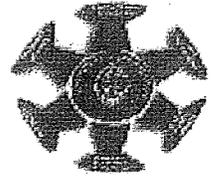




GOVERNMENT OF GUÁHAN
(GUBETNAMENTON GUÁHAN)

DEPARTMENT OF ADMINISTRATION
(DIPATTAMENTON ATMENESTRASION)

HUMAN RESOURCES DIVISION
(Djbision Inadilanto Yan Guinaha Para Taotao)
Post Office Box 884 * Hagåtña, Guam 96932
TEL: (671) 475-1123/1201/1265 * FAX: (671) 477-7100



STUDY GUIDE

FOR

CLERK II

TEST DEVELOPMENT & RESEARCH BRANCH

The Government of Guam requires an employment examination for the CLERK II position. The Examination consists of 100 multiple choice questions. Candidates are given a maximum of two (2) hours to complete. These sample problems have been prepared to help acquaint you with the type of problems that will be found in 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:

SECTION I: Knowledge of Standard Office Practices & Procedures

SECTION II: Interpersonal Skills

SECTION III: Proofreading Skills

SECTION IV: Knowledge of Basic Arithmetic Computation

SECTION V: Ability to Maintain Office Records

You must answer at least 61 questions correctly to pass. The more questions answered correctly, the higher the score.

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. Completely erase any errors or stray marks. It is important to follow these directions when taking the actual test because your test answer form will be machine scored. (The answers to the sample problems are located on the last page).

SECTION I: Knowledge of Standard Office Practices & Procedures

Instructions: Please shade in the answer of your choice. (The answers are located on the last page).

Ex. 1

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 used to distinguish between current and inactive material.

=A= =B= =C= =D=

Ex. 2

Of the following, the advantage of using a calculator instead of computing data manually is that:

- A. it is easier to place decimal points correctly.
- B. it lessens the responsibility of the clerk for the accuracy of the results.
- C. it does the work more quickly.
- D. the results do not require checking.
- E. none of the above.

=A= =B= =C= =D= =E=

SECTION II: Interpersonal Skills

Instructions: Please shade in the answer of your choice. (The answers are located on the last page).

Ex. 3

The best way to give your telephone conversations a personal quality or warmth is by:

- A. listening attentively to what the person is saying.
- B. responding only to his mood.
- C. responding as you please.
- D. responding to the feeling content of the conversation.

=A= =B= =C= =D=

Instructions: In the following exercises, identify which sentence creates Negative or Positive feelings in people. Shade in "A" for negative feelings and "B" for positive feelings in people. (Do not mark any other letters).

Ex. 4

I appreciate your assistance and if you should have any questions don't hesitate to call me up at my office.

=A= =B= =C= =D=

Ex. 5

The deadline is tomorrow and I need you to respond to my question as soon as possible.

=A= =B= =C= =D=

SECTION III: Proofreading Skills

Instructions: You are to select the one word in each set of four which is spelled correctly. Shade in the correct answer from among those given. If NONE of the four words in a set are spelled correctly, shade in "E". (The answers are located on the last page).

Ex. 6

- A. nickle
- B. ninteen
- C. ninty
- D. ninth
- E. none

=A= =B= =C= =D= =E=

Ex. 7

- A. posession
- B. procedeing
- C. prefereble
- D. preliminary
- E. none

=A= =B= =C= =D= =E=

Instructions: You are to read each sentence to determine if the sentence is past tense, present tense, future tense, or none of the above. Using the following code to indicate your answer and shade in the corresponding box.

CODE

- A = past tense
- B = present tense
- C = future tense
- D = none of the above

Ex. 8

Yesterday, I conducted the Job Analysis meeting for the Clerk I position.

=A= =B= =C= =D=

Ex. 9

Today, I conduct my second Job Analysis meeting.

=A= =B= =C= =D=

Instructions: Read each sentence and shade in "A" if the sentence grammar is correct and "B" if the sentence grammer is not correct.

Ex. 10

Ray is better in arithmetic than I.

=A= =B= =C= =D= =E=

Ex. 11

Vince is more better in arithmetic than me.

=A= =B= =C= =D= =E=

SECTION IV: Knowledge of Basic Arithmetic Computation

Instructions: Perform the basic arithmetic function to determine the correct answer. Shade in the answer of your choice. You will be provided paper to work out any problems before the actual test. (The answers are located on the last page).

Ex. 12

$$\begin{array}{r} 3,940.9 \\ - 818.982 \\ \hline \end{array}$$

- A. 212.118
- B. 3,102.918
- C. 3,121.918
- D. 3,192.918

=A= =B= =C= =D=

Ex. 13

$$\begin{array}{r} 987.8 \\ \times 8.36 \\ \hline \end{array}$$

- A. 836.4842
- B. 836.482
- C. 8336.482
- D. 8258.008

=A= =B= =C= =D=

Ex. 14

$$5832/36=$$

- A. 164
- B. 163
- C. 161
- D. 162

=A= =B= =C= =D=

Ex. 15

2856 divided by 56 equals:

- A. 59
- B. 58
- C. 50
- D. 51

=A= =B= =C= =D=

Ex. 16

$$620 + 89 =$$

- A. 709
- B. 708
- C. 707
- D. 706

=A= =B= =C= =D=

Ex. 17

A Clerk has 200 sheets of government stationery and was given four dozen more. If he uses six dozen, the number of sheets he would have left is:

- A. 90
- B. 100
- C. 176
- D. 150

=A= =B= =C= =D=

Section V: Ability to Maintain Office Records
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Instructions: Please shade in the answer of your choice. (The answers are located on the last page).

Ex. 18

In filing alphabetically, the first of the names to be filed is:

- A. Book & Co.
- B. Brook and Son
- C. Brook and Co.
- D. The Brook Co.

=A= =B= =C= =D=

Ex. 19

Everyone should know something about the filing system in order to:

- A. become a file clerk.
- B. write checks.
- C. find information readily.
- D. make out an income tax work sheet.

=A= =B= =C= =D=

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

Answers by example number:

- | | | |
|------|-------|-------|
| 1. C | 7. E | 13. D |
| 2. C | 8. A | 14. D |
| 3. A | 9. B | 15. D |
| 4. B | 10. A | 16. A |
| 5. A | 11. B | 17. C |
| 6. D | 12. C | 18. A |
| | | 19. C |