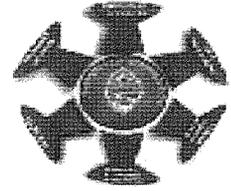




DEPARTMENT OF ADMINISTRATION
(DIPATTAMENTON ATMENESTRASON)



HUMAN RESOURCES DIVISION
(Dibision Inadilanto Yan Guinaha Para Taotao)
Post Office Box 884 * Hagåtña, Guam 96932
TEL: (671) 475-1132/1288 * FAX: (671) 477-7100

STUDY GUIDE

FOR

TREASURY CASHIER

TEST DEVELOPMENT & RESEARCH BRANCH
MAY 2010

INTRODUCTION

The Government of Guam requires an employment examination for the Treasury Cashier position. The examination consists of 100 multiple choice questions. Candidates are given a maximum of two (2) hours to complete the examination. 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 and Procedures of Receiving, Recording, Depositing and Accounting for Cash Receipts**
- Section II: Knowledge of Public Relations**
- Section III: Knowledge of Basic Arithmetic Computation**
- Section IV: Ability to Operate Office Machines and Equipment**
- Section V: Ability to Verify Documents for Accuracy**

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 when taking the 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 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

If you, as a Treasury Cashier found what appeared to be a serious error in the bank's monthly statement, you should:

- A. bring it to the attention of your supervisor.
- B. try to find out where the bank made their mistake.
- C. immediately call the bank and bring it to their attention.
- D. make an adjusting entry in the cash ledger immediately.

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

Ex. 2

A small form that is used to deposit funds into an account is called a(n):

- A. invoice.
- B. warrant.
- C. deposit slip.
- D. obligation.

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

Section II: Knowledge of Public Relations
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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. 3

The most tactful approach to a person who failed to keep a previous appointment would be to assume that the person:

- A. was trying to avoid you.
- B. did not understand the law.
- C. forgot about the appointment.
- D. was afraid of the consequences that might result.

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

Ex. 4

Which is NOT a principle of effective public contact?

- A. Let the person tell his story.
- B. Understand his point of view.
- C. Ignore the person's explanation.
- D. Be prepared, be current when dealing with facts, data, etc..

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

Ex. 5

A customer complains to a government of Guam employee that the department represented by the employee is unfair and discriminatory in its dealings with the public. In response to this complaint, the employee should:

- A. deny any accusation.
- B. recommend that the citizen appeal to the courts.
- C. ask the citizen to explain why he feels that the department is unfair.
- D. suggest to the citizen that he get the facts before making such broad statements.

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

Ex. 6

For public employees, public contact involves a good deal of listening. Which of the following is NOT a good rule to follow when listening to the other person?

- A. Try not to interrupt the person while he is explaining.
- B. As the speaker is making his point, figure out how to refute it.
- C. Try to understand the problem through the "talker's" eyes and show him that you accept him.
- D. Reflect the feelings of the person you are listening to by capturing and rephrasing what he has said.

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

Section III : Knowledge of Basic Arithmetic Computation
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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

4% of \$420.00 is:

- A. \$16.80
- B. \$168.00
- C. \$1680.00
- D. \$1.680

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

Ex. 8

A business firm pays 7 cents per call for the first 100 telephone calls, 6 cents per call for the next 200 calls, and 5 cents for all calls over 300. How much does the firm pay for 732 calls?

- A. \$30.80
- B. \$39.70
- C. \$40.60
- D. \$41.50

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

Ex. 9

A payment amounts to \$6.02. The customer gives you \$10.00. The smallest number of bills and coins to be returned is: (assume that you have five dollar bills, one dollar bills, quarters, dimes, nickels and pennies).

- A. 8
- B. 9
- C. 10
- D. 11

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

Section IV: Ability to Operate Office Machines And Equipment

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. 10

"Cash Register" machines are used in connection with:

- A. money
- B. invoices
- C. vouchers
- D. statements

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

Ex. 11

To copy a document with information on both the front and back page, you should set the photocopying machine on which of the following "copy" settings?

- A. 2 sided to 2 sided.
- B. 2 sided to 1 sided.
- C. 1 sided to 2 sided.
- D. 1 sided to 1 sided.

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

Section V : Ability to Verify Documents for Accuracy

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. 12

To verify a listing of checks is to:

- A. veto the list.
- B. copy the list.
- C. clarify the list.
- D. substantiate the list.

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

Ex. 13

The main objective in inspecting office supplies when delivered is to determine whether:

- A. the shipment is in good condition.
- B. a sufficient supply has been ordered.
- C. the quality purchased is suitable for the intended use.
- D. the delivery conforms with the quantity and quality purchased.

=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 475-1120-1174. Good Luck!

Answers by example number:

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