



GOVERNMENT OF GUÅHAN
(GUBETNAMENTON GUÅHAN)

DEPARTMENT OF ADMINISTRATION
(DIPATTAMENTON ATMENESTRASION)

HUMAN RESOURCES DIVISION

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STUDY GUIDE

FOR

CASHIER I

TEST DEVELOPMENT & VALIDATION BRANCH
2015

Introduction

The Government of Guam requires an employment examination for the Cashier I position. The examination consists of 75 multiple choice questions and requires approximately two hours to complete. 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

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

Example 1: As a cashier, what procedure should you follow when you discover a counterfeit dollar bill?

- A. Throw it in the trash can.
- B. Inform you supervisor right away and wait for any instructions on how to deal with this situation.
- C. Put the bill in your pocket to spend later.
- D. Call the police.

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

Example 2: A written acknowledgement of a payment is called:

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

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

Instructions: Given below is a group of numbers. Count the number of identical pairs and shade in the letter which represents the number of identical pairs for Example 3.

Example 3:

69395901 -- 69325801
585984209 -- 585984209
38601 -- 38601
231587563 -- 231587563

- A. One
- B. Two
- C. Three
- D. Four

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

Example 4: How much is a roll of pennies?

- A. \$0.25
- B. \$0.50
- C. \$0.75
- D. \$1.00

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

Section II: 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.

Example 5: If you went to the grocery store to buy 3 cartons of milk worth \$1.25 each; 12 cans of soup worth \$0.75 each; and 7 loaves of bread worth \$1.50 each; and gave \$25.00 as payment, what would be your change?

- A. \$1.50
- B. \$1.75
- C. \$2.00
- D. \$2.25

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

Example 6:
$$\begin{array}{r} 843.29 \\ - 378.86 \\ \hline \end{array}$$

- A. \$463.03
- B. \$463.43
- C. \$464.03
- D. \$464.43

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

Example 7: At the price of three cans of soda for \$0.99, the number of cans that can be purchased for \$17.82 is:

- A. 72
- B. 62
- C. 54
- D. 44

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

Section III: Ability to Maintain and File Office

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

Example 8: If the following were in alphabetical order, which would be third?

- A. Cruz, James A.
- B. Fernandez, Caroline F.
- C. Reyes, Francis C.
- D. Santos, Daniel E.
- E. Gogue, Frank S.

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

Example 9: 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=

Section IV: Knowledge of Office Practices and Procedures

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

Example 10: Assume that you work with files used by 30 people. The most effective and efficient way to know at all times where the 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 workday.

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

Example 11: 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=

Section V: 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.

Example 12: 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 will 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 question.

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

Example 13: 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 the time.

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

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

Answers by example number:

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