

Please take a moment to answer the following questions. No one else will see your answers. The purpose of these questions is to assist you in identifying areas where you may be able to improve your test taking skills. We will discuss the questions during the training. Please select the one best answer for each question.

- 1.) Chocolate éclairs may be purchased at a/an:
 - a. Auto parts store
 - b. Plant nursery
 - c. Grocery store
 - d. Bookstore

- 2.) When taking a message you should do all of the following except:
 - a. ask for a callback number
 - b. write down the caller's name
 - c. always ask detailed questions
 - d. note the date and time of the call

- 3.) Your supervisor asks you to send newsletters to 216 people. If each newsletter costs \$.33 to mail, what is the total cost?
 - a. \$644.54
 - b. \$ 71.28
 - c. \$ 7.28
 - d. \$ 65.45

- 4.) John is a traffic clerk. His brother has been sentenced on a citation and will be making installments payments in John's district. John should:
 - a. ask another clerk to ring the payments.
 - b. ring the payments as long as they are not in cash.
 - c. explain the situation to his supervisor and ask for direction about ringing the payments.
 - d. ask his supervisor to ring the payments.

- 5.) You would use a word processing program for which of the following?
 - a. Developing a table of departmental contacts
 - b. Printing address labels
 - c. Typing a letter to an applicant
 - d. Writing a report
 - e. All of the above