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INTRODUCTION
Thank you for your interest in the Office Assistant (General) & (Typing) classification. This guide is designed to familiarize and assist you in preparing for the Office Assistant examination. The examination contains 45 multiple-choice items in three content sections: 1) Arithmetic Calculations, 2) Written Communication, and 3) Sorting and Filing. The sample questions provided in this guide are intended to provide you with an idea of the kinds of questions you will encounter on the examination. However, it is important to note that actual test questions will vary in format and content.

How Should I Prepare For The Written Examination?
To prepare for the Office Assistant (General) & (Typing) written examination, you should study the content assessed in each section of the test. On the examination day, it is strongly recommended that you arrive 15 minutes prior to the examination starting time, and make sure you are well rested. Also, remember to bring your Notice to Appear and a valid picture identification, or you may not be admitted into the examination. You will be provided a calculator for this examination.

Test-Taking Tips
The Office Assistant (General) & (Typing) examination has a 90 minute time limit, so it is important that you work quickly, but not so fast as to become careless. Always read all the possible choices before selecting your answer. If you do not know the answer to a question, it is often best to skip it and move on to the other questions. You can return to the question if you have time at the end. Your score will be based on the number of correct responses. If you are unsure of the answer to a question, eliminate the answers you believe are incorrect, and mark the choice that is the best response. It is a good practice to manage your time, pace yourself, and avoid getting stuck on any single question.

Test Content
1. Arithmetic Calculations – This section is designed to assess your knowledge and skill in solving a variety of arithmetic computations.

2. English Usage and Grammar – This test section is designed to assess your knowledge and skill in constructing sentences and in using correct grammar, punctuation, word usage, and sentence structure.

3. Sorting and Filing – This section is designed to assess your skill in sorting and filing a variety of information.

Answer Sheet
You may find answers to the sample questions beginning on page 6.
SAMPLE ARITHMETIC CALCULATION QUESTIONS

This section is designed to assess your knowledge and skill in solving a variety of arithmetic computations. The following are samples of the types of questions you may find in the Office Assistant (General) & (Typing) examination. However, actual questions will vary in format and content.

1. $3,458.47 subtracted from $9,821.60 is closest to which of the following?
   A. $6,363.07
   B. $6,363.23
   C. $6,463.13
   D. $6,473.27

2. The sum of 463.16, 363.27, 473.07 and 343.01 =
   A. 1,632.51
   B. 1,642.41
   C. 1,642.51
   D. 1,684.51

3. Solve the following equation: $156 + (7 - 3) \times 7 =$
   A. 174
   B. 184
   C. 1,050
   D. 1,120

4. Which of the following fractions is the largest?
   A. $\frac{10}{13}$
   B. $\frac{11}{14}$
   C. $\frac{14}{15}$
   D. $\frac{17}{18}$
SAMPLE ENGLISH USAGE AND GRAMMAR QUESTIONS

This test section is designed to assess your knowledge and skill in constructing sentences and in using correct grammar, punctuation, word usage, and sentence structure. The following are samples of the types of questions you may find in the Office Assistant (General) & (Typing) examination. However, actual questions will vary in format and content.

For questions 1 through 4, select the choice that correctly completes the sentence. Consider grammar, punctuation, spelling, and proper word usage when completing the sentence.

1. To ________ trainees to participate and to help them learn more, trainers will want to take steps to create a safe learning ________.
   A. incourage; enviroment
   B. encourage; enviroment
   C. encourage; environment
   D. incourage; environment

2. Many of the considerations for implementing a ________ program ________ similar to those for a coaching program.
   A. mentoring; are
   B. mentering; is
   C. mentering; are
   D. mentoring; is

3. ________ vitally important that leaders and constituents achieve ________ on shared values.
   A. It’s; consensus
   B. Its; concensus
   C. It’s; concensus
   D. Its; consensus

4. In the case of an emergency, all employees should ________ to the meeting place, ________ sign in.
   A. precede; than
   B. precede; then
   C. proceed; than
   D. proceed; then
SAMPLE SORTING AND FILING QUESTIONS

This section is designed to assess your skill in sorting and filing a variety of information. The following are samples of the types of questions you may find in the Office Assistant (General & Typing) examination. However, actual questions will vary in format and content.

1. Which of the following sets of numbers is listed in DESCENDING order?
   A. 5974, 5972, 5963, 5975, 5967, 5941, 5913
   B. 5923, 5929, 5948, 5889, 5863, 5821, 5808
   C. 5996, 5945, 5939, 5901, 5897, 5846, 5813
   D. 5921, 5915, 5919, 5909, 5892, 5851, 5803

2. What is the proper alphabetical order of the following names?
   1. Williams, Michelle
   2. Williams, Michael
   3. Williams, Micheala
   4. Williams, Michel

   A. 3, 2, 1, 4
   B. 2, 3, 1, 4
   C. 3, 2, 1, 4
   D. 2, 3, 4, 1
3 How many of the following pairs are **EXACTLY THE SAME**?

- 821456849 - 821456849
- 655301147 - 655301147
- 147238117 - 147235117
- 651942565 - 651942565
- 972962749 - 972967249
- 545206581 - 545206581
- 275309668 - 275309668
- 892611899 - 892611899
- 350700517 - 350700517
- 497228991 - 497228991
- 213864748 - 213864748
- 980463326 - 980463326
- 261602989 - 261602989
- 348800738 - 348800738
- 342921926 - 342921926
- 700387289 - 700387289

A. Fewer than eleven pairs  
B. Eleven pairs  
C. Twelve pairs  
D. Thirteen pairs  
E. Fourteen pairs

4 How many of the following pairs are **EXACTLY THE SAME**?

- Charles C. Chamberlain - Charles C. Chamberlian  
- Michelle Morrison - Michelle Morrison  
- Vladamir B. Gasterssen - Vladamir B. Gasterssan  
- Melodey K. Hannann - Melody K. Hannann  
- Gayle Y. Paramapoonya - Gayle Y. Paramaponya  
- Caroline U. Panatelli - Caroline U. Panatelli  
- Gregory P. Samuels - Gregory P. Samuels  
- Clark W. Griswold - Clark W. Griswold  
- Mary Ann Gonzalez - Mary Ann Gonzalez  
- Aaron L. Springsteen - Aaron L. Springsteen  
- Desmond N. Townsend - Desmand N. Townsend  
- Maranthal V. Nguyen - Maranthal V. Nguyen  
- Alberto Q. Quaresma - Alberto Q. Quaresma  
- James Allenthal - James Allenthal

A. Fewer than eight pairs  
B. Eight pairs  
C. Nine pairs  
D. Ten pairs  
E. Eleven pairs
ANSWER SHEET

ARITHMETIC QUESTIONS

1. 9,821.60
   - 3,458.47
   6,363.13 (6,363.13 is closest to 6,363.07)
   Correct answer is A

2. 463.16
   363.27
   473.07
   + 343.01
   1,642.51
   Correct answer is C

3. To solve 156 + (7-3) X 7 = use the Order of Operation Rules.
   Step 1: Solve the equation inside the parentheses: 156 + (7-3) X 7 =
   Step 2: After you solve the equation inside the parentheses, the next step is multiply: 156 + 4 X 7=
   Step 3: After you multiply, the next step is to add 156 + 28 = 184
   Correct answer is B

4. To find the largest fraction, simply divide the numerator by the denominator and find the highest result.
   A. 10 ÷ 13 = .769
   B. 11 ÷ 14 = .785
   C. 14 ÷ 15 = .933
   D. 17 ÷ 18 = .944
   Correct answer is D

ENGLISH USAGE AND GRAMMAR QUESTIONS

1. Correct answer is C (encourage; environment)
2. Correct answer is A (mentoring; are)
3. Correct answer is A (It's; consensus)
4. Correct answer is D (proceed; then)

SORTING AND FILING QUESTIONS

1. Correct answer is C
2. Correct answer is D
3. Correct answer is C
4. Correct answer is B