



Office Assistant

Study Guide

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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

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

821456849 - 821456849	350700517 - 350700517
655301147 - 655301147	497228991 - 497228991
147238117 - 147235117	213864748 - 213864748
651942565 - 651942565	980463326 - 980463326
972962749 - 972967249	261602989 - 261602989
545206581 - 545206581	348800738 - 348808738
275330968 - 275330968	342921926 - 342921926
892611899 - 892611894	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
Vladimir B. Gasterssen - Vladimir 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
Maranthall V. Nguyen – Maranthall 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.
$$\begin{array}{r} 9,821.60 \\ - 3,458.47 \\ \hline 6,363.13 \end{array}$$
 (6,363.13 is closest to 6,363.07)

Correct answer is A

2.
$$\begin{array}{r} 463.16 \\ 363.27 \\ 473.07 \\ + 343.01 \\ \hline 1,642.51 \end{array}$$

Correct answer is C

3. To solve $156 + (7-3) \times 7 =$ use the Order of Operation Rules.
Step 1: Solve the equation inside the parentheses: $156 + (7-3) \times 7 =$
Step 2: After you solve the equation inside the parentheses, the next step is multiply: $156 + 4 \times 7 =$
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. $10 \div 13 = .769$
B. $11 \div 14 = .785$
C. $14 \div 15 = .933$
D. $17 \div 18 = .944$

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