

PART 1. NUMERIC FILING:

Put the numbers in the correct numeric Order, lowest first, highest last.

1. _____ 7,008
2. _____ 1,009
3. _____ 6,077
4. _____ 3,070
5. _____ 4,012
6. _____ 1,001
7. _____ 2,020
8. _____ 1,013
9. _____ 6,017
10. _____ 1,109

PART 2. ALPHA FILING:

Next to the company name, write the file folder number you would put the material in.

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| 1. Aa-Bc | 5. Ga-Hz | 9. Na-Oz |
| 2. Bd-Cf | 6. Ia-Kz | 10. Pa-Rz |
| 3. Cg-Dz | 7. La-Md | 11. Sa-Uz |
| 4. Ea-Fz | 8. Me-Mz | 12. Va-Zz |
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- | | |
|-----------------------|----------------------|
| Mitchell Bros _____ | Pet's U.S.A. _____ |
| Zenith Co. _____ | Good's Deli _____ |
| McDonald Inc. _____ | The Beauty Co. _____ |
| Block Auto _____ | D.B.A. Corp. _____ |
| Lewis Paints _____ | Clayton Sales _____ |
| Ken's Karate _____ | West-Jones _____ |
| Rose and Shod _____ | Arnold Mfg. _____ |
| Joan's Antiques _____ | Ever-Ready _____ |
| Gordon's Tires _____ | Shroder & Smit _____ |

PART 3. WORD USAGE: Choose the correct word or words to complete each of the sentences.

1. I made a (conscience, conscious, concise) decision not to attend the party.
2. She is not (adverse, averse) to working evenings if the pay is good.
3. (Illegible, Eligible) bachelors are harder and harder to find.
4. The (weather, whether) will not (effect, affect) our plans.
5. Everyone is coming (accept, except, excepting) Jill.
6. I think we can (proceed, precede) to the main business of the meeting now.
7. Once the sales person had convinced the customer to (by, buy) the skirt, she suggested a blouse in a (complimentary, complementary) color.
8. You would not expect a man of his (statue, stature, statute) in public life to stoop to such behavior.
9. She said her business was (personnel, personal), and so I decided to see her in private.
10. (There, Their, They're) car was stolen (sometime, sometimes, some time) during the week.

PART 4. PUNCTUATION: If there is an error or omission in punctuation, please correct the error. If the sentence is correct, place a "C" (for correct) at the end of the sentence.

1. The letters, but not the statistics are prepared.
2. The chair typewriter calculator, and desk arrived.
3. Due to weather the plane did not leave as scheduled.
4. I wish that I were rich.
5. We prefer the electric typewriter however the manual will do.
6. Mary is a tall girl Joan is rather short.
7. The doctor's case was stolen.
8. By the way do you have the time?

PART 5. SPELLING: Please correct any misspelled words.

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| 1. bookeeping _____ | 9. correspondance _____ |
| 2. facsimilie _____ | 10. acknowlege _____ |
| 3. recomend _____ | 11. received _____ |
| 4. personnell _____ | 12. comittment _____ |
| 5. accomodate _____ | 13. license _____ |
| 6. transferred _____ | 14. receipt _____ |
| 7. permanent _____ | 15. imitate _____ |
| 8. mediumn _____ | 16. a ffidavit _____ |

***OVER PLEASE=>**

PART 6. COMPARISON AND PROOFREADING: Look over the two lists to determine if both are identical. If any Name, number or symbol is different, put an X to the left of the line.

_____ Valley Inc.....63.19	Valley Inc.....63.19
_____ Cook-Cook.....101.11	Cook-Cooke.....101.11
_____ McDonald's Forms.....209.50	MacDonald's Forms.....209.50
_____ Handyman, Inc.....19.99	Handyman, Inc..... 91.99
_____ March 31, 1991.....	March 13, 1991
_____ January 1, 1991.....	Janaury 1, 1991
_____ Christopher J. Jones.....	Christopher J. John
_____ Mrs Betty S. Hollingsworth.....	Mrs. Betty S. Hollingsworth
_____ 103456867.....	103456867
_____ 3498770639.....	3498770639
_____ 6720957893.....	6720957839
_____ 9023745048.....	9023745048

PART 7. GRAMMAR: Choose the correct response.

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|--|--|
| <p>1. The bus that ? up the group at the airport dropped them off at the university.</p> <p>_____ was picked</p> <p>_____ picks</p> <p>_____ have picked</p> <p>_____ is picking</p> <p>_____ had picked</p> | <p>4. This is the ? filing system I have ever seen.</p> <p>_____ confusing</p> <p>_____ confusinger</p> <p>_____ confusingest</p> <p>_____ most confusing</p> <p>_____ more confusing</p> |
| <p>2. Our clerks work fast, but Wilson works ? of all.</p> <p>_____ fastest</p> <p>_____ more faster</p> <p>_____ more fast</p> <p>_____ fastly</p> <p>_____ more fastly</p> | <p>5. The new phone system is ? than the old one.</p> <p>_____ less efficiently</p> <p>_____ least efficiently</p> <p>_____ least efficient</p> <p>_____ less efficient</p> <p>_____ inefficient</p> |
| <p>3. Dr. Faldet is a theoretical physicist ? work has earned her a wide reputation.</p> <p>_____ whose</p> <p>_____ who</p> <p>_____ that</p> <p>_____ which</p> <p>_____ who'se</p> | <p>6. You can give it to Juan or ? when you're finished.</p> <p>_____ I</p> <p>_____ he</p> <p>_____ me</p> <p>_____ she</p> <p>_____ it</p> |

PART 8. RECEPTION/BUSINESS PRACTICES. Please choose the correct business practice.

In a business environment, it is considered proper business etiquette to answer the telephone within:

- A. Three rings.
- B. Four rings.
- C. It doesn't matter as long as the phone is answered.

Your supervisor has left the office to go to a dentist appointment. If someone telephones for them, you should tell the caller:

- A. My supervisor is at the dentist this afternoon.
- B. My supervisor is out of the office this afternoon, can I take a message for him and have him return the call when he gets back.
- C. My supervisor had a dentist appointment this afternoon, can I take a message for him.

If the caller would like to leave a message, the correct procedure for taking a message is:

- A. Write down the name and phone number and tell the caller someone will call them back.
- B. Write down the name, company name and phone number. Repeat the information to the caller and ask them to verify it.
- C. Ask the caller to call back when their party will be returning to the office.

You are working on a multi-line telephone system. Three calls come in simultaneously. How should you answer the calls?

- A. Answer line one and assist that caller.
- B. Answer each line, putting line one and two on hold and assist the caller on line three.
- C. Answer each line, putting them on hold and return to line one and assist that caller.