

ADMINISTRATIVE ASSESSMENT

Name _____

PART 1. NUMERIC FILING:

Number the following in the correct numeric sequence - lowest to highest.

- 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.

- | | | |
|-----------------------|----------------------|-----------|
| 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 |
| 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.

- | | |
|----------------------|-------------------------|
| 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. affidavit _____ |

***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.....	6720957893.....
_____ 9023745048.....	9023745048.....

PART 7. GRAMMAR: Choose the correct response.

- | | |
|---|---|
| <p>1. The bus that <u> ?</u> 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 <u> ?</u> 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 <u> ?</u> 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 <u> ?</u> 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 <u> ?</u> 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 <u> ?</u> 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.