

- ▶ HELPING YOU ACHIEVE YOUR TESTING GOALS....1
- ▶ SAMPLE TEST....2
- ▶ CONTACT INFO & NOTES....6

Testing Guide

WAYNE COUNTY DEPARTMENT OF
PERSONNEL/HUMAN RESOURCES

REIMAGINE YOUR CAREER!

Helping You Achieve Your Testing Goals

This guide is for the **Clerical Specialist Customer Service** exam. The test itself is 48 questions and you will have 90 minutes to complete the test. You may use calculators provided by the computer desktop or actual calculators (we have a few to provide if needed).

- Please keep your phones on silent.
- Restrooms are available at any time in the lobby.

Alert the testing facilitator if you receive an emergency call or need to leave the room. Be aware of the time remaining on your exam.

You will receive the results of your test via mail.

- If you pass your name will be forwarded to the departments with the vacancies for any type of interviews/etc.
- If you fail, you can reapply and be scheduled to retake the exam.



If reasonable accommodation is needed to participate in the job application, exam or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Wayne County Department of Personnel/Human Resources at 313-224-5901 or via email at hrexam@waynecounty.com. Hearing or speech impaired persons using TDD's or similar devices may contact the Michigan Relay Center, toll free at (800) 6493777 or 711 to communicate directly with the Department of Personnel/Human Resources during regular working hours.

TEST PREPARATIONS

Please give yourself a few minutes to review the instructions. If you have any questions, please notify the testing facilitator. Do not use the *Back*, *Forward*, or *Refresh* buttons to navigate within the test. You may end the session whenever you like by clicking the *End Test* button; your progress up to that point will be recorded, but you will not be able to resume the test. Also, you may review the job description for additional content information.



You have found the perfect word to describe a failed project, and you want to spell it correctly. Which of the following spellings of this word is correct?

Select the single best answer:

- ☐ A. unsuccesfull
- ☐ B. unsucesfull
- ☐ C. unnsucesful
- ☐ D. unnsuccessful
- ☒ E. unsuccessful

Which of the following statements is free of opening fillers (long lead-ins which delay getting to the main idea)?

Select the single best answer:

- ☐ A. I will be sending you shortly four different proposals that I would like you to review before our next meeting.
- ☐ B. There is an explanation for the decrease in sales this month.
- ☒ C. Put the files on the desk over there.
- ☐ D. Additional suggestions have been provided for improving productivity.
- ☐ E. It has proven to be a significant part of the sales effort.

Choose the question tag that correctly completes the sentence below.

You're from France, _____?

Select the single best answer:

- ☐ A. don't you
- ☐ B. are you
- ☒ C. aren't you
- ☐ D. do you
- ☐ E. none of the above

Which of the following does not represent an obligatory element of a business memorandum, or memo?

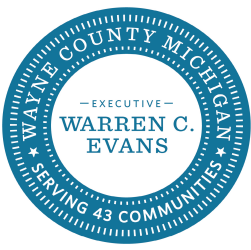
Select the single best answer:

- ☐ A. TO:
- ☒ B. CC:
- ☐ C. SUBJECT:
- ☐ D. FROM:
- ☐ E. DATE:

Which of the following words is the correct spelling of the word that means "the day after today"?

Select the single best answer:

- ☐ A. tomorow
- ☒ B. tomorrow
- ☐ C. tommorow
- ☐ D. thomorrow
- ☐ E. tommorrow



How many words in the paragraph below contain transposed letters?

During those years, people were more interstde in books than in movies. You cuold spot a lot of people reading on the bus, in the park or even at wokr, on their breaks. Nowadays, people are more likely to see a movie or subscribe to online platforms that offer a wied list of different movie genres.

Select the single best answer:

- ☐ A. 3 words
- ☐ B. 1 words
- ☐ C. 5 words
- ☐ D. 2 words
- ☒ E. 4 words

Which of the following options lists the things the neighbors do on Fridays, according to the text shown below?

My neighbors have a well-scheduled week. On Mondays and Saturdays, they water the flowers and cook a pie for their grandparents in Westchester. My neighbors take out the garbage on Tuesdays and Fridays. Tuesday is the day when they clean their china. On Wednesdays and Thursdays, they run their errands. They clean the bathroom on Fridays, the kitchen is cleaned up on Thursdays, and the children's rooms and the rest of the house are cleaned up on Wednesdays. They meet their friends on Saturdays for poker and cocktails. Every day, except for Saturdays and Sundays, they drive the children to school.

Select the single best answer:

- ☐ A. clean the bathroom, clean the china, and drive the children to school
- ☐ B. water the flowers, run errands, and drive the children to school
- ☐ C. clean the children's rooms and meet their friends for poker and cocktails
- ☐ D. clean the kitchen, take out the garbage, and drive the children to school
- ☒ E. take out the garbage, clean the bathroom, and drive the children to school

Considering the information presented in the table below, which of the following represents the average amount spent for advertising?

Advertising channel	Amount spent	Sales increase
Radio	\$100.00	10%
Newspaper	\$50.00	20%
Outbound-billboards	\$60.00	10%
Bus stations	\$30.00	10%
Internet	\$10.00	10%

Select the single best answer:

- ☐ A. \$40
- ☒ B. \$50
- ☐ C. \$55
- ☐ D. \$60
- ☐ E. \$70



If filed alphabetically, in what order will the cards below be filed?

Card A:

SWANSON DELACUESTA AND WALTON INC

Swanson, de la Cuesta & Walton, Inc.
90 Orion Boulevard
Virginia Beach, VA 68901-2490

Card B:

DELACUESTA WALTON AND SWANSON INC

SEE: SWANSON DELACUESTA AND WALTON INC

Card C:

WALTON SWANSON AND DELACUESTA INC

SEE: SWANSON DELACUESTA AND WALTON INC

Select the single best answer:

- ☐ A. Card A, Card B, Card C
- ☐ B. Card B, Card C, Card A
- ☐ C. Card C, Card A, Card B
- ☒ D. Card B, Card A, Card C
- ☐ E. Card C, Card B – Card A is not included

Which of the following sets of phrases best completes the sentence below?

A teller should have a ____ and a(n) ____ for each customer.

Select the single best answer:

- ☒ A. smile, warm greeting
- ☐ B. pen, paper
- ☐ C. calculator, notebook
- ☐ D. donut, coffee
- ☐ E. name, e-mail address

Miss Flowers owns a clothing store. She is a new business owner and really appreciates your good customer service. You are completing her deposit and you realize that it is short by \$30. Which of the following is the best course of action if she falsely accuses you of stealing the money?

Select the single best answer:

- ☐ A. Call the police
- ☐ B. Scream at her for accusing you of stealing
- ☐ C. Give her the \$30 out of your wallet
- ☒ D. Assure her that you did not take the money and notify your manager of the situation
- ☐ E. Close her account



A customer comes to your teller window with \$50 in cash and a \$100 check. He would like to deposit the total amount of the cash and the check. Which of the following amounts is the correct total?

Select the single best answer:

- ☐ A. \$100
- ☒ B. \$150
- ☐ C. \$50
- ☐ D. \$200
- ☐ E. \$130

Mrs. Jackson wants to deposit \$600 into her account. She gives you five \$100 bills, four \$20 bills, and four \$10 bills. Is this correct?

Select the single best answer:

- ☐ A. No, she does not have enough
- ☐ B. Yes, it is correct
- ☒ C. No, she gave you too much
- ☐ D. She gave you too much, but you can keep the change
- ☐ E. She gave you too much, so you should call your manager

Mrs. Smiley appreciates your excellent customer service. She offers to give you a \$50 tip. Your financial institution does not allow tellers to receive monetary tips from customers. Which of the following actions is the most appropriate response to her offer?

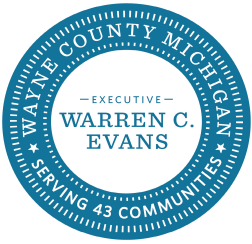
Select the single best answer:

- ☐ A. Use the money to buy work clothes
- ☐ B. Take the money and do not tell anyone
- ☒ C. Thank Mrs. Smiley, but tell her you are sorry that you cannot accept the tip
- ☐ D. Accept the money, but secretly add it to Mrs. Smiley's account
- ☐ E. Thank Mrs. Smiley, and hope that this is not the only time you will receive tips

When using text editors, which of the following best describes the difference between the backspace key and the delete key?

Select the single best answer:

- ☐ A. The backspace key is useful only in browsers for going to previous pages.
- ☒ B. The backspace key clears the character preceding the cursor, and the delete key clears the character following it.
- ☐ C. The delete key clears the character preceding the cursor, and the backspace key clears the character following it.
- ☐ D. The delete key is useless in text editors; it is used exclusively in Windows Explorer for deleting files and folders.
- ☐ E. Both keys perform the exact same action.



Notes