

▶ HELPING YOU ACHIEVE YOUR TESTING GOALS....1

▶ SAMPLE TEST....2

▶ CONTACT INFO & NOTES....4

○ P/HR | ○ September | ○ 2022

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** exam. The test itself is 60 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.



Which of the following versions of the sentence shown below is grammatically correct? *The teacher travels to Spain last month.*
Select the single best answer:

- ☐ A. The teacher has traveled to Spain last month.
- ☐ B. The teacher travels to Spain last month.
- ☒ C. The teacher traveled to Spain last month.
- ☐ D. The teacher had traveled to Spain last month.
- ☐ E. The teacher is traveling to Spain last month.

Which of the following emails is most appropriate for a work situation?
Select the single best answer:

- ☐ A. Please send over the reports. Thanks.
- ☒ B. Hi [their name], Could you please send me the reports at your earliest convenience? Thank you, [your name]
- ☐ C. Hey [their name], I need those reports now. [your name]
- ☐ D. Where are those reports?!?!?
- ☐ E. Hi [their name], Still waiting...[your name]

A customer has just called to complain about something. You realize that they are mistaken. What should you do?

Select the single best answer:

- ☐ A. Tell the customer that they are wrong.
- ☒ B. Listen, then ask questions and explain what the problem is.
- ☐ C. Cut the customer off immediately and explain what the problem is.
- ☐ D. You don't have to talk with this customer, because they are not right.
- ☐ E. Once you realize that this customer just won't listen, you should hang up on them.

Bob, John, and Nick all received performance bonuses for 2011. Bob received \$500 less than John. John received \$1,300 more than Nick. If Nick received \$3,000, how much did Bob receive?

Select the single best answer:

- ☐ A. \$3,300
- ☐ B. \$3,500
- ☒ C. \$3,800
- ☐ D. \$4,100
- ☐ E. none of the above

In the table shown below, how many products have a shortage of inventory (the quantity in stock is greater than quantity on hand)?

ITEM #	DESCRIPTION	CATEGORY	UNIT PRICE	QTY in STOCK	QTY on HAND
A14	Chicken	Food	\$6.99	7.00	7.00
AS10	Bread	Food	\$3.89	6.00	6.00
AR10	Mineral Water	Beverage	\$25.99	4.00	3.00
AA42	Orange Juice	Beverage	\$5.99	4.00	6.00
MA51	Butter	Food	\$7.99	10.00	10.00
AA42	Apple Juice	Beverage	\$3.99	8.00	8.00
A514	Beer	Beverage	\$6.99	6.00	9.00
R89	Milk	Beverage	\$10.78	12.00	12.00
UK-567	Coffee	Other	\$4.78	2.00	2.00

Select the single best answer:

- ☒ A. 1
- ☐ B. 2
- ☐ C. 3
- ☐ D. 4
- ☐ E. This cannot be determined from the information given.



The table shown below presents the number of people who responded to a survey about their favorite sport. Which number of respondents aged 36 and over indicated Basketball or Tennis as their favorite sports?

Age	18-24	25-35	36 +
Tennis	15	10	50
BasketBall	15	5	15
Hockey	10	15	25
Figure Skating	20	10	10
Total	60	40	100

Select the single best answer:

- ☐ A. 25
- ☐ B. 50
- ☐ C. 55
- ☒ D. 65
- ☐ E. 75

If you are given a job to do and find what you believe to be an error in the original instructions, you should:

Select the single best answer:

- ☐ A. ask another worker what he thinks was meant by the original instructions.
- ☐ B. accept the instructions as correct.
- ☐ C. make whatever changes you think are necessary.
- ☒ D. bring the matter to the attention of your supervisor.

In a month of 176 working hours, a worker spends $\frac{3}{4}$ of his time interviewing in the office and divides the remainder of his time equally between fieldwork and preparation of reports. The number of hours spent in the month in fieldwork is:

Select the single best answer:

- ☒ A. 22
- ☐ B. 44
- ☐ C. 88
- ☐ D. 132

Which sentence below is most correct?

Select the single best answer:

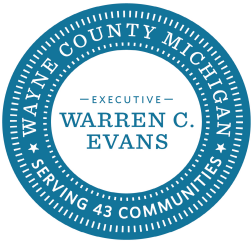
- ☐ A. You will of course, order the following supplies; two pans, six dozen pencils and four blotters.
- ☐ B. I asked, "have you received any instructions".
- ☐ C. He is the co-worker who I spoke of.
- ☒ D. A tactful, poised, energetic person is needed for the position

Select the correct result from the list below.

$$91.789 + 12.356 = ?$$

Select the single best answer:

- ☒ A. 104.145
- ☐ B. 112.675
- ☐ C. 345.005
- ☐ D. 167.895
- ☐ E. 103.545



Notes

