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○ 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 **Clerk** exam. The test itself is 70 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.



When the contents of a file folder relate to a particular topic or individual, what is the proper arrangement of papers within the folder?

Select the single best answer:

- ☐ A. In alphabetical order according to topic
- ☐ B. According to date with the most recent on the bottom
- ☒ C. According to date with the most recent on top
- ☐ D. In alphabetical order by signature

Read the sentence and decide if the underlined portion contains an error in grammar usage, punctuation, or capitalization. If you decide there is an error, select the correct alternative from the choices following the sentence. If the sentence contains no error, choose alternative "D" to indicate NO CHANGE.

The report will either be finished on time or the meeting to discuss the issues covered in the report will be postponed.

Select the single best answer:

- ☐ A. Either the report is to be
- ☒ B. Either the report will be
- ☐ C. The report will be either
- ☐ D. No change

Compare the copy with the original and determine the total number of errors in the copy.

ORIGINAL

Ms. Susan Kaltenhauser, President
Southwood Employment Agency
5250 So. Maguire Avenue
San Diego, Ca. 92119

COPY

Ms. Susan Kaltanhauser, Pres.
Southwood Employment Agency
5205 So. Maguire Avenue
San Diego, CA 92119

How many errors are there in the COPY?

Select the single best answer:

- ☐ A. 1
- ☐ B. 2
- ☐ C. 3
- ☒ D. None of the above

You can emphasize a word, or group of words, by issuing the following command:

Select the single best answer:

- ☐ A. Block
- ☒ B. Bold
- ☐ C. Highlight
- ☐ D. Insert

What is the value of the expression $7,777 \div 7 + 889$?

Select the single best answer:

- ☐ A. 1,894
- ☐ B. 1,245
- ☐ C. 2,367
- ☒ D. 2,000
- ☐ E. 2,212

The temperature in the morning is -5°F . At noon, the temperature is 14°F . What is the difference between the two temperatures?

Select the single best answer:

- ☐ A. 12°F
- ☐ B. 23°F
- ☐ C. 20.5°F
- ☒ D. 19°F
- ☐ E. 25°F



A child zoo ticket costs \$3.50. A zoo ticket for an adult is four times more than the price of a child ticket. What is the cost of tickets for one child and 11 adults?

Select the single best answer:

- ☐ A. \$145.50
- ☐ B. \$152.50
- ☐ C. \$231.50
- ☐ D. \$121.50
- ☒ E. \$157.50

Select the correct result from the list below.

$65 - (-45) = ?$

Select the single best answer:

- ☒ A. 110
- ☐ B. 20
- ☐ C. -20
- ☐ D. -110
- ☐ E. 100

You are talking to a customer on the phone and your colleague walks into the office and smiles and waves at you. Which of the following statements describes the best response in this situation?

Select the single best answer:

- ☐ A. Ask the customer to hold on for a minute and ask your colleague what is up.
- ☐ B. Ask for the customer's permission to put the call on hold, after mentioning that you need to talk about something important with your colleague.
- ☐ C. Tell the customer that you have to take care of something important, and hang up.
- ☒ D. Wave back, but continue speaking with the customer. The conversation with the customer is the priority.
- ☐ E. Instantly report your colleague's behavior to your manager.

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

