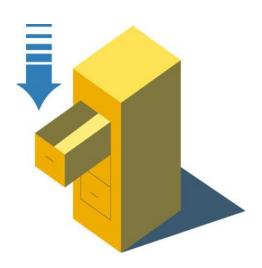
# Clerical Study Guide & Sample Test Questions Version 1





**Lisa M. Garrett, Director of Personnel** 

## **WELCOME**

Thank you for your interest in employment with the County of Los Angeles. This booklet is designed to familiarize and assist you with preparing for tests containing multiple-choice entry-level clerical items. The sample questions provided in this study guide are intended to give you an idea of the kinds of clerical items you may encounter in County tests. However, it is important to note that actual test questions will vary in format, content, and level of difficulty, depending on the job class being tested.

### **ABOUT THE COUNTY'S EXAMINATIONS**

As an Equal Opportunity Employer, the County of Los Angeles takes steps to ensure that our exam content is job-related. We conduct studies to determine the knowledge, skills, abilities, and personal characteristics that are essential to satisfactorily perform the duties of the job. These studies assist us in developing the content of our examinations. Pre-employment testing provides us with an objective and cost-effective means to assess the qualifications of our applicants.

NOTE: Applicants who require special testing arrangements such as readers or interpreters must provide seven (7) days advance notice of their disability and requested accommodation. Check the front side of the job bulletin for telephone numbers to call to make disability accommodation requests. The County will attempt to meet reasonable accommodation requests whenever possible.

# **TEST-TAKING TIPS**

Most County tests have a set time limit, so it is important that you work quickly, but not so fast as to become careless. Always read all the possible choices before marking your answer. If you do not know the answer to a problem, it is usually best to skip it and move on to the others. Note that on most County tests, your score is based on the number of correct responses. If you are not sure of the answer to a problem, eliminate the answers you believe are wrong, and mark the choice that is your best response. Above all, budget your time, pace yourself, and avoid getting bogged down on any single question.

On test day, it is recommended that you arrive 15 minutes prior to the test's starting time, wear comfortable clothes, bring an accurate watch, and make sure you are well-rested. Also, remember to bring your test notice and a picture I.D. such as a driver license, or you may not be admitted into the test!

# **Ability to File**

**INSTRUCTIONS:** For questions <u>1-15</u>, find the answer to the alphabetical and numerical examples shown. Items are arranged for alphabetical filing by *last name*, then by *first name*, from A to Z. Items are arranged for numerical filing from *lowest* to *highest* value.

- 1. If the names <u>Humberto Castillo</u>, Pedro Castaneda, Norma Cortez, and Silvia Campos were arranged for alphabetical filing, the position of the <u>underlined</u> name would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be Silvia Campos, Pedro Castaneda, <u>Humberto Castillo</u>, and Norma Cortez. The <u>underlined</u> name is <u>third</u>; therefore, choice **C** is the correct answer.

- 2. If the names Sara Lewis, Steve Leung, Mary Lopez, and <u>Tom Lee</u> were arranged for alphabetical filing, the position of the <u>underlined</u> name would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be <u>Tom Lee</u>, Steve Leung, Sara Lewis, and Mary Lopez. The <u>underlined</u> name is <u>first</u>; therefore, choice **A** is the correct answer.

3.	If the names Alan Mayfield, Barbara Mackey, Steve Mayer, and <u>Marie Martinez</u>
	were arranged for alphabetical filing, the position of the underlined name would
	be

- A. first.
- B. second.
- C. third.
- D. fourth.

**ANSWER:** The order would be Barbara Mackey, <u>Marie Martinez</u>, Steve Mayer, and Alan Mayfield. The <u>underlined</u> name is <u>second</u>; therefore, choice **B** is the correct answer.

- 4. If the names <u>Lillian Chang</u>, Lionel Chandler, Linda Chavez, and Lin Chase were arranged for alphabetical filing, the position of the <u>underlined</u> name would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be Lionel Chandler, <u>Lillian Chang</u>, Lin Chase, and Linda Chavez. The <u>underlined</u> name is <u>second</u>; therefore, choice **B** is the correct answer.

- 5. If the names Charlotte Ramsey, <u>Mark Reagan</u>, Elisa Regalado, and Eric Ramos were arranged for alphabetical filing, the position of the <u>underlined</u> name would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER**: The order would be Eric Ramos, Charlotte Ramsey, <u>Mark Reagan</u>, and Elisa Regalado. The <u>underlined</u> name is <u>third</u>; therefore, choice **C** is the correct answer.

6.	If the names Debra Willis, John Williams, Anthony Wilson, and Robert Williamson
	were arranged for alphabetical filing, the position of the <u>underlined</u> name would
	he

- A. first.
- B. second.
- C. third.
- D. fourth.

**ANSWER:** The order would be John Williams, Robert Williamson, <u>Debra Willis</u>, and Anthony Wilson. The <u>underlined</u> name is <u>third</u>; therefore, choice **C** is the correct answer.

- 7. If the names Sandra Davis, <u>Kathy Donaldson</u>, Larry Dees, and Teresa Diaz were arranged for alphabetical filing, the position of the <u>underlined</u> name would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be Sandra Davis, Larry Dees, Teresa Diaz, and Kathy Donaldson. The <u>underlined</u> name is <u>fourth</u>; therefore, choice **D** is the correct answer.

- 8. If the names Anthony Estrada, Mark Everett, <u>Robert Emerson</u>, and Debra Evans were arranged for alphabetical filing, the position of the <u>underlined</u> name would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be <u>Robert Emerson</u>, Anthony Estrada, Debra Evans, and Mark Everett. The <u>underlined</u> name is <u>first</u>; therefore, choice **A** is the correct answer.

9.	If the numerical sequences <u>51.56847</u> , 522.2849, 5.45879, and 0.51274 were
	arranged for numerical filing, the position of the underlined sequence would be

- A. first.
- B. second.
- C. third.
- D. fourth.

**ANSWER:** The order would be 0.51274, 5.45879, <u>51.56847</u>, and 522.2849. The <u>underlined</u> sequence is <u>third</u>; therefore, choice **C** is the correct answer.

- 10. If the numerical sequences <u>389452</u>, 326.151, 3.89456, and 31.9659 were arranged for numerical filing, the position of the <u>underlined</u> sequence would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be 3.89456, 31.9659, 326.151, and <u>389452</u>. The <u>underlined</u> sequence is <u>fourth</u>; therefore, choice **D** is the correct answer.

- 11. If the numerical sequences <u>4.548</u>, 4.5482, 4.5399, and 4.5521 were arranged for numerical filing, the position of the <u>underlined</u> sequence would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be 4.5399, <u>4.548</u>, 4.5482, and 4.5521. The <u>underlined</u> sequence is <u>second</u>; therefore, choice **B** is the correct answer.

12.	If the numerical sequences 10.0126, 10.016, 10.01, and 10.0026 were arranged
	for numerical filing, the position of the <u>underlined</u> sequence would be

- A. first.
- B. second.
- C. third.
- D. fourth.

**ANSWER:** The order would be 10.0026, 10.01, 10.0126, and 10.016. The <u>underlined</u> sequence is <u>first</u>; therefore, choice **A** is the correct answer.

- 13. If the numerical sequences <u>637.2081</u>, 638.762, 637.2100, and 637.2019 were arranged for numerical filing, the position of the <u>underlined</u> sequence would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be 637.2019, <u>637.2081</u>, 637.2100, and 638.762. The <u>underlined</u> sequence is <u>second</u>; therefore, choice **B** is the correct answer.

- 14. If the numerical sequences <u>0.5661</u>, 0.5992, 0.5562, and 0.5600 were arranged for numerical filing, the position of the <u>underlined</u> sequence would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be 0.5562, 0.5600, <u>0.5661</u>, and 0.5992. The <u>underlined</u> sequence is <u>third</u>; therefore, choice **C** is the correct answer.

- 15. If the numerical sequences 7258.58, <u>7258.09</u>, 7258.12, and 7258.1 were arranged for numerical filing, the position of the <u>underlined</u> sequence would be
  - A. first.
  - B. second.
  - C. third.
  - D. fourth.

**ANSWER:** The order would be <u>7258.09</u>, 7258.1, 7258.12, and 7258.58. The <u>underlined</u> sequence is <u>first</u>; therefore, choice **A** is the correct answer.

# **Checking for Errors**

**INSTRUCTIONS:** For questions 16-30, compare the COPY with its ORIGINAL and count the number of errors you find in the COPY. When the order of two numbers or letters is reversed, <u>one</u> error is counted.

16.	<u>ORIGINAL</u>		<u>COPY</u>	COPY	
	Destination	Departure Time	Destination	Departure Time	
	Miami FL	6:00 A.M.	Miami FL	6:00 A.M.	
	Seattle WA	7:30 A.M.	Seatle WA	7:30 A.M.	
	Chicago IL	8:00 A.M.	Chicago IL	8:00 A.M.	

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following error can be found:

• In the COPY, "Seatle" should be spelled "Seattle" as shown in the ORIGINAL.

One error can be found; therefore, choice **A** is the correct answer.

### 17. **ORIGINAL**

Mr. Roland Thomas 4588 South Imperial Highway Los Angeles CA 90031

### **COPY**

Mr. Roeland Thomas 4568 South Imperial Highway Los Angeles CA 90031

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following two errors can be found:

- In the COPY, "Roeland" should be spelled "Roland" as shown in the ORIGINAL.
- In the COPY, "4568" should be "4588" as shown in the ORIGINAL.

<u>Two</u> errors can be found; therefore, choice **B** is the correct answer.

18.	<u>ORIGINAL</u>		<u>COPY</u>	
	INVOICE NUMBER	ORDER DATE	INVOICE NUMBER	ORDER DATE
	125400-1212	12/02/2000	125400-1212	12/02/2000
	458465-2220	11/28/2000	458465-2220	11/28/2000
	353575-5501	01/22/2002	353575-5551	01/22/2002
	848488-7689	05/07/2002	848848-7689	05/07/2002

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the **COPY** to the **ORIGINAL**, the following two errors can be found:

- In the COPY, "353575-5551" should be "353575-5501" as shown in the ORIGINAL.
- In the COPY, "848848-7689" should be "848488-7689" as shown in the ORIGINAL.

Two errors can be found; therefore, choice **B** is the correct answer.

### 19. **ORIGINAL**

**COPY** 

Mr. Steve Michaels 512 Pacific Coast Highway Malibu CA 91195

Mr. Stevie Michaels 512 Pacific Coast Highway Malibu CA 91195

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following error can be found:

• In the COPY, "Stevie" should be spelled "Steve" as shown in the ORIGINAL.

One error can be found; therefore, choice **A** is the correct answer.

## 20. **ORIGINAL**

**COPY** 

Thomas, S. 211 S. Pine St., Arcadia Tomas, S. 11 S. Pine St., Arcadia Torres, P. 18468 Oak Ave., Downey Barkley, K. 801 Gladys Way, Cerritos Barkley, K. 801 Gladis Way, Cerritos

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following four errors can be found:

- In the COPY, "Tomas" should be spelled "Thomas" as shown in the ORIGINAL.
- In the COPY, "11" should be "211" as shown in the ORIGINAL.
- In the COPY, "18668 Oak Ave." should be "18468 Oak Ave." as shown in the ORIGINAL.
- In the COPY, "Gladis Way" should be spelled "Gladys Way" as shown in the ORIGINAL.

<u>Four</u> errors can be found; therefore, choice **D** is the correct answer.

### 21. ORIGINAL COPY

Leung, R.	111 Aspen Way, Ontario	Leung, R.	111 Aspen Way, Ontario
Ramos, P.	985 Corey St., Alhambra	Ramos, P.	985 Corey St., Alhambra
White, T.	588 West 3 <sup>rd</sup> St., Lynwood	White, T.	588 West 3 <sup>rd</sup> St., Lynwood

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, no errors can be found.

<u>Zero</u> errors can be found; therefore, choice **D** is the correct answer.

### 22. **ORIGINAL** COPY Item No. Order No. Item No. Order No. 1 in nail 12588-12154 1 in nail 12588-12154 2¼ in nail 12588-12155 2¼ in nail 12588-12155 2 in screw 13225-85000 2 in screw 13225-85900 13225-84878 1½ in screw 13225-84878 1½ in screw 13225-84879 13225-84879 1¾ in screw 1¼ in screw

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following two errors can be found:

- In the COPY, "13225-85900" should be "13225-85000" as shown in the ORIGINAL.
- In the COPY, "1¼ in screw" should be "1¾ in screw" as shown in the ORIGINAL.

<u>Two</u> errors can be found; therefore, choice **B** is the correct answer.

### 23. ORIGINAL

Ms. Mary Martinez 13258 West Sorensen Way,

Apt. 12B

Montebello CA 90640

### **COPY**

Ms. Mary Martinez 13258 West Sorensen Way

Apt. 12D

Montebello CA 90640

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following two errors can be found:

- In the COPY, a comma should be placed after "Way" as shown in the ORIGINAL.
- In the COPY, "12D" should be "12B" as shown in the ORIGINAL.

<u>Two</u> errors can be found; therefore, choice **B** is the correct answer.

# 24. ORIGINAL COPY

Consumer Price Index, 1	.996-1998.	Consumer Price	Index, 1996-1998.
All Urban Consumers,		All Urben Consu	ımers
1996	157.5	1996	157.5
1997	160.0	1997	160.0
1998	162.3	1998	162.8

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following three errors can be found:

- In the COPY, "Urben" should be spelled "Urban" as shown in the ORIGINAL.
- In the COPY, a comma should be inserted after "Consumers" as shown in the ORIGINAL.
- In the COPY, "162.8" should be "162.3" as shown in the ORIGINAL.

Three errors can be found; therefore, choice **C** is the correct answer.

### 25. **ORIGINAL COPY** Average Annual Precipitation, Average Annual Precipitation, Selected Cities: Selected Cities: Albuquerque NM ......8.5 Albuquerque NN ......8.5 Burlington VT...... 34.0 Burlington VT......34.0 Las Vegas NV ......4.1 Las Vegas NV ......4.1 New York NY ......46.7 New York NY ......46.6 Portland OR ...... 37.5 Portland OR ...... 37.5

The number of errors in the COPY when compared to the ORIGINAL is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following two errors can be found:

- In the COPY, "NN" should be "NM" as shown in the ORIGINAL.
- In the COPY, "46.6" should be "46.7" as shown in the ORIGINAL.

<u>Two</u> errors can be found; therefore, choice **B** is the correct answer.

### 26. **ORIGINAL COPY** Average number of sunny days per Average number of sunny days per year, selected cities: year, seleccted cities: Chicago IL ......84 Chicago IL...... 84 Columbus OH...... 72 Columbus OH ......72 Honolulu HI......90 Honolulu HI...... 90 Los Angeles CA ...... 186 Los Angeles CA......186 Miami FL ......74 Miami FL...... 74

The number of errors in the COPY when compared to the ORIGINAL is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following error can be found:

• In the COPY, "seleccted" should be spelled "selected" as shown in the ORIGINAL.

One error can be found; therefore, choice **A** is the correct answer.

### 27. ORIGINAL COPY

U.S. Census Bureau	U.S Census Bureau	
2002 Estimated Population	2002 Estimated Population	
Southern California Coastal Cities:	Southern California Costal Cities:	
Hermosa Beach 19,200	Hermosa Beach19,200	
Long Beach473,100	Long Beach 473,100	
Malibu 13,050	Malibu13,000	
Manhattan Beach 35,500	Manhatan Beach35,500	

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following four errors can be found:

- In the COPY, a period should be placed after the "S" in "U.S." as shown in the ORIGINAL.
- In the COPY, "Costal" should be spelled "Coastal" as shown in the ORIGINAL.
- In the COPY, "13,000" should be "13,050" as shown in the ORIGINAL.
- In the COPY, "Manhatan" should be spelled "Manhattan" as shown in the ORIGINAL.

<u>Four</u> errors can be found; therefore, choice **D** is the correct answer.

## 28. ORIGINAL COPY

Mr. Emeril Legassi
4258 Roxbury Drive, Suite 102
Beverly Hills, CA 90210

Mr. Emeril Legasi
4218 Roxbury Drive, Suite 102
Beverly Hills, CA 90210

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following two errors can be found:

- In the COPY, "Legasi" should be "Legassi" as shown in the ORIGINAL.
- In the COPY, "4218" should be "4258" as shown in the ORIGNAL.

<u>Two</u> errors can be found; therefore, choice **B** is the correct answer.

29.	<u>ORIGINAL</u>		<u>COPY</u>	
	Employee Name	Phone No.	Employee Name	Phone No.
	Long, N.	(323) 568-2521	Long, N.	(323) 588-2521
	Nguyen, Q.	(562) 741-4584	Nguyen, Q.	(562) 741-4584
	Petrie, C.	(310) 323-6255	Petrie, C.	(310) 323-6255
	Sanchez, V.	(310) 362-9545	Sanchez, V.	(310) 362-9545

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following error can be found:

• In the COPY, "(323) 588-2521" should be "(323) 568-2521" as shown in the ORIGINAL.

One error can be found; therefore, choice **A** is the correct answer.

### 30. **ORIGINAL** COPY **Applicant** Applicant Interview Date Interview Date Anderson, Alice Andersen, Alice January 5, 2003 January 5, 2003 Chavez, Peter January 6, 2003 Chaves, Peter January 8, 2003 Lee, David January 6, 2003 Lee, David January 6, 2003 Rogers, Martha January 3, 2003 Rogers, Martha January 3, 2003

The number of errors in the **COPY** when compared to the **ORIGINAL** is

- A. one.
- B. two.
- C. three.
- D. none of these.

**ANSWER:** When comparing the COPY to the ORIGINAL, the following three errors can be found:

- In the COPY, "Andersen" should be spelled "Anderson" as shown in the ORIGINAL.
- In the COPY, "Chaves" should be spelled "Chavez" as shown in the ORIGINAL.
- In the COPY, "January 8, 2003" should be "January 6, 2003," as shown in the ORIGINAL.

<u>Three</u> errors can be found; therefore, choice **C** is the correct answer.