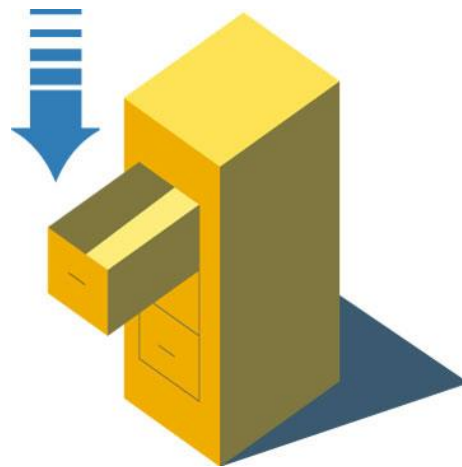# Clerical
Study Guide & Sample Test Questions
Version 2

Department of Human Resources
County of Los Angeles

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 answers 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 Brian Josten, <u>Francine Johnson</u>, Frank Jones, and Mary Johnston 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>Francine Johnson</u>, Mary Johnston, Frank Jones, and Brian Josten. The <u>underlined</u> name is <u>first</u>; therefore, choice **A** is the correct answer.

2.   If the names <u>John Marks</u>, Janice Mark, Angela McCauley, and Jocelyn Miners 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 Janice Mark, <u>John Marks</u>, Angela McCauley, and Jocelyn Miners. The <u>underlined</u> name is <u>second</u>; therefore, choice **B** is the correct answer.

3.   If the names Joan Park, Jake Pikes, Jackie Palms, and <u>Jason Pice</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 Jackie Palms, Joan Park, <u>Jason Pice</u>, and Jake Pikes. The <u>underlined</u> name is <u>third</u>; therefore, choice **C** is the correct answer.

4.   If the names Abigail Romero, Jonathan Ruben, <u>Erica Ross</u>, and George Rolen 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 George Rolen, Abigail Romero, <u>Erica Ross</u>, and Jonathan Ruben. The <u>underlined</u> name is <u>third</u>; therefore, choice **C** is the correct answer.

5.   If the names Barbara Baker, <u>Bruce Biggins</u>, Bobby Boden, and Brian Bronsen 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 Barbara Baker, <u>Bruce Biggins</u>, Bobby Boden, and Brian Bronsen. The <u>underlined</u> name is <u>second</u>; therefore, choice **B** is the correct answer.

6.   If the names Jeremy Gulden, Jason Gross, <u>Jaime Gains</u>, and James Gray 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>Jaime Gains</u>, James Gray, Jason Gross, and Jeremy Gulden. The <u>underlined</u> name is <u>first</u>; therefore, choice **A** is the correct answer.

7.   If the names <u>Harold Williams</u>, Haley Washington, Helen Wellington, and Howard Woo 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 Haley Washington, Helen Wellington, <u>Harold Williams</u>, and Howard Woo. The <u>underlined</u> name is <u>third</u>; therefore, choice **C** is the correct answer.

8.   If the numerical sequences 6.259, 0.62958, <u>62.258</u>, and 6.258963 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 0.62958, 6.258963, 6.259, and <u>62.258</u>. The <u>underlined</u> sequence is <u>fourth</u>; therefore, choice **D** is the correct answer.

9.   If the numerical sequences 7.215, 72.15, 721.5, and <u>7.251</u> 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 7.215, <u>7.251</u>, 72.15, and 721.5. The <u>underlined</u> sequence is <u>second</u>; therefore, choice **B** is the correct answer.

10.   If the numerical sequences 23.25698, <u>232.2564</u>, 2.32568, and 0.2351 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 0.2351, 2.32568, 23.25698, and <u>232.2564</u>. The <u>underlined</u> sequence is <u>fourth</u>; therefore, choice **D** is the correct answer.

11.   If the numerical sequences 859.265, <u>8.59632</u>, 85.2369, and 859652 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>8.59632</u>, 85.2369, 859.265, and 859652. The <u>underlined</u> sequence is <u>first</u>; therefore, choice **A** is the correct answer.

12. If the numerical sequences 1.9978, 199.789, 19.9789, and <u>1997.89</u> 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 1.9978, 19.9789, 199.789, and <u>1997.89</u>. The <u>underlined</u> sequence is <u>fourth</u>; therefore, choice **D** is the correct answer.

13. If the numerical sequences 5.1268, 51.263, <u>551.258</u>, and 55.258 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 5.1268, 51.263, 55.258, and <u>551.258</u>. The <u>underlined</u> sequence is <u>fourth</u>; therefore, choice **D** is the correct answer.

14. If the numerical sequences 658.963, 6.5268, <u>6.5269</u>, and 65.259 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 6.5268, <u>6.5269</u>, 65.259, and 658.963. The <u>underlined</u> sequence is <u>second</u> therefore; choice **B** is the correct answer.

15. If the numerical sequences 78.645, <u>78.653</u>, 79.100, and 7.8645 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 7.8645, 78.645, <u>78.653</u>, and 79.100. The <u>underlined</u> sequence is <u>third</u> therefore; choice **C** is the correct answer.

Checking for Errors

INSTRUCTIONS: For questions <u>16-30</u>, 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>**
    Mr. Erin Williams   Mrs. Erin Williams
    32109 North 23rd Street   32109 North 223rd Street
    Gardena CA 90228   Gardena CA 90248

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, "Mrs." should be "Mr." as shown in the ORIGINAL.
- In the COPY, "223rd" should be "23rd" as shown in the ORIGINAL.
- In the COPY, "90248" should be "90228" as shown in the ORIGINAL.

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

17. **ORIGINAL**

Yearly Staff Totals:

1990 123
1991 119
1992 124
1993 120
1994 121
1995 111
1996 126

COPY

Yearly Staf Total:

1990 123
1991 119
1992 124
1993 122
1994 121
1995 111
1996 136

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, "Staf" should be "Staff" as shown in the ORIGINAL.
- In the COPY, "Total" should be "Totals" as shown in the ORIGINAL.
- In the COPY, "122" should be "120" as shown in the ORIGINAL.
- In the COPY, "136" should be "126" as shown in the ORIGINAL.

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

18. **ORIGINAL**

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COPY

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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.

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

19. **ORIGINAL**

Mr. Ronald Richardson
2012 Clay Blvd.
Los Angeles CA 90012

COPY

Mr. Ronold Richardson
2012 Clay Blvd
Los Angeles CA 90002

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, "Ronold" should be spelled "Ronald" as shown in the ORIGINAL.
- In the COPY, a period should be inserted after "Blvd" as shown in the ORIGINAL.
- In the COPY, "90002" should be "90012" as shown in the ORIGINAL.

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

20. **ORIGINAL**   **COPY**
    Beverly Johnson   Beverly Johnson
    58963 Willow Avenue   58863 Willow Avenue
    Torrance CA 90501   Torrance CA 90501

    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, "58863" should be "58963" as shown in the ORIGINAL.

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

21. **ORIGINAL**   **COPY**
    Marcus A. Johanssen   Marcus A Johanssen
    21221 So Sequoia Lane   21221 S Sequoia Lane
    Alhambra CA 91801   Alambra CA 91801

    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, a period should be inserted after the middle initial "A." as shown in the ORIGINAL.
    - In the COPY, "S" should be "So" as shown in the ORIGINAL.
    - In the COPY, "Alambra" should be spelled "Alhambra" as shown in the ORIGINAL.

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

22. **ORIGINAL**

Division Telephone Directory

<u>A</u>

Acsen, Bryon	8795
Anderson, Nicole	5963
Atkinson, Mitchell	8758

<u>B</u>

Barry, Iris	5871
Bormon, Mary	5289
Buccanon, Lance	5478

COPY

Division Telephone Directory

<u>A</u>

Accen, Bryon	8795
Anderson, Nicole	5963
Atkinson, Mitchell	8757

B

Barry, Iris	5871
Bormon, Mary	5289
Buccanon, Lance	5478

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, "Accen" should be spelled "Acsen" as shown in the ORIGINAL.
- In the COPY, "8757" should be "8758" as shown in the ORIGINAL.
- In the COPY, "B" should be underlined, as shown in the ORIGINAL.

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

23. **<u>ORIGINAL</u>**

INTERVIEW SIGN-IN SHEET
Atkins, Marrise _____
Bass, John_____
Boden, Matthew _____
Cortez, Emily_____
Do, Kathrine _____

<u>COPY</u>

INTERVIEW SIGN-IN SHEET
Atkins, Marrise_____
Bass, John _____
Boden, Mathew _____
Cortez, Emily _____
Do, Kathrine _____

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, "Mathew" should be spelled "Matthew" as shown in the ORIGINAL.

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

24. **<u>ORIGINAL</u>**

Jacob Patterson
14700 East 223rd Street
Carson CA 90746

<u>COPY</u>

Jacob Paterson
14700 East 223rd Street
Carson CA 90745

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, "Paterson" should be spelled "Patterson" as shown in the ORIGINAL.
- In the COPY, the figure "90745" should be "90746" as shown in the ORIGINAL.

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

25. **<u>ORIGINAL</u>**   **<u>COPY</u>**
    Estimated Cost per Year: Estimated Cost per Year:
    2003 ....$123,548   2003 ....$123,548
    2004 ....$121,295   2004 ....$121,295
    2005 ....$148,587   2005 ....$148,587

    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.

26. **<u>ORIGINAL</u>**   **<u>COPY</u>**
    Emanuel Hernandez   Emanuel Hernandez
    2121 Overland Ave.   2122 Overland Ave.
    Wilmington CA 90744   Wilmington CA 90744

    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, "2122" should be "2121" as shown in the ORIGINAL.

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

27. **ORIGINAL**   **COPY**
   Darrell Montgomery   Darrel Montgomery
   62 East Jasmine Lane   62 East Jasmine Lane
   San Diego CA 92173   San Diego CA 92173

   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, "Darrel" should be spelled "Darrell" as shown in the ORIGINAL.

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

28. **ORIGINAL**   **COPY**
   Holly Mason   Holly Mason
   31331 Moon River Dr.   31131 Moon River Dr
   Hollywood CA 90038   Hollywood CA 90038

   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, "31131" should be "31331" as shown in the ORIGINAL.
   • In the COPY, a period should be inserted after "Dr." as shown in the ORIGINAL.

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

29. **ORIGINAL**

Maria Lopez
14758 Elm Street
Long Beach, CA 90815

COPY

Marie Lopez
14758 Elm Street
Long Beach. CA 90815

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, "Marie" should be spelled "Maria" as shown in the ORIGINAL.
- In the COPY, the period after "Long Beach" should be a comma as shown in the ORIGINAL.

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

30. **ORIGINAL**

Mr. and Mrs. Eugene Smith
125 Wilmington St.
Seattle, WA 98106

COPY

Mr. and Mrs. Eugene Smith
125 Wilmington St.
Seattle, WA 98106

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.

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