



Office Technician

Study Guide

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INTRODUCTION

Thank you for your interest in the Office Technician (General & Typing) classification. This guide is designed to familiarize and assist you with preparing for the Office Technician examination. The examination contains 45 multiple-choice items in three content sections: 1) Arithmetic Calculations, 2) Written Communication, and 3) Reading Comprehension. The sample questions provided in this guide are intended to provide you with an idea of the kinds of questions you will encounter on the examination. However, it is important to note that actual test questions may vary in format and content.

How Should I Prepare For The Written Examination?

To prepare for the Office Technician (General & Typing) written examination, you should study the content assessed in each section of the test. On the examination day, it is strongly recommended that you arrive 15 minutes prior to the examination starting time, and make sure you are well rested. Also, remember to bring your notice to appear and a picture identification, or you may not be admitted into the test. You will be provided a calculator for this examination.

Test-Taking Tips

The Office Technician (General & Typing) examination has a 90 minute 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 selecting your answer. If you do not know the answer to a question, it is usually best to skip it and move on to the others questions. Your score will be based on the number of correct responses. If you are unsure of the answer to a question, eliminate the answers you believe are incorrect, and mark the choice that is the best response. It is a good practice to manage your time, pace yourself, and avoid getting stuck on any single question.

Test Content

1. *Arithmetic Calculations* - This section is designed to assess your knowledge and skill in solving a variety of arithmetic computations.
2. *Written Communication* - This section is designed to assess your skills in constructing sentences and paragraphs using correct spelling, grammar, punctuation, and sentence structure.
3. *Reading Comprehension* - This section is designed to assess your skills in reading, interpreting, and applying written information.

Answer Key

You may find answers to the sample questions beginning on page 9.

SAMPLE ARITHMETIC CALCULATION QUESTIONS

This section is designed to assess your knowledge and skill in solving a variety of arithmetic computations. The following are samples of the types of problems you may find in the Office Technician (General & Typing) examination. However, actual problems will vary in format and content.

1. An office clerk earns \$120 for two 4-hour work shifts. How much will she earn for 15 hours of work?
 - A. \$180
 - B. \$225
 - C. \$245
 - D. \$280

2. During a 5-day training at your department, the number of visitors tripled each day. If the training started on a Monday with 345 attendees, what was the attendance on Thursday?
 - A. 1,035
 - B. 3,105
 - C. 4,140
 - D. 9,315

3. $(3+5)^2 \times 2 - 13 =$
 - A. 43
 - B. 56
 - C. 115
 - D. 128

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4. Add the following fractions:

$$13/5 + 6/5$$

- A. $14/5$
B. $17/5$
C. $19/5$
D. $21/5$
5. David wants to place an order for supplies. His budget is 8 percent higher than it was last month. If his budget last month was \$352.86, what is his budget for this month?
- A. \$ 324.64
B. \$ 381.09
C. \$ 409.31
D. \$ 419.19
6. Six analysts are meeting to discuss next month's budget requests. Below are the estimated budget requests prepared by each analyst. What is the average budget request?

- \$ 7,995
- \$ 8,269
- \$ 9,520
- \$ 6,124
- \$ 7,538
- \$ 6,663

- A. \$ 7,685
B. \$ 7,822
C. \$ 8,520
D. \$ 9,222

SAMPLE WRITTEN COMMUNICATION QUESTIONS

This test section is designed to assess your knowledge and skill in constructing sentences and using correct grammar, punctuation, word usage, and sentence structure. The following are samples of the types of problems you may find in the Office Technician (General & Typing) examination. However, actual problems will vary in format and content.

For questions 1 through 3, select the sentence that contains NO errors in grammar, punctuation, spelling, sentence structure, or word usage.

1. Which one of the following sentences contains **NO** errors?
 - A. Groups with high levels of group cohesion and good social relations tend to be the most affective groups.
 - B. Teams who's members have different backgrounds tend to be more innovative than teams with similar backgrounds.
 - C. Interpersonal skills, problem-solving skills, and teamwork skills may be used as selection criteria for group members.
 - D. The differences found by researchers reflects both different research approaches and different types of teams studied.

2. Which one of the following sentences contains **NO** errors?
 - A. Analysts promptly rallied behind him so that, in the spring of 1997, the companies stock was at a record high.
 - B. Norms are the rules that regulate how teams make decisions, conduct meetings, hold members accountable, and share information.
 - C. Personality and performance are intricately linked, and personality has prove to have direct influence on overall organizational effectiveness.
 - D. Common sense suggests that leadership is an important determinant of the fate of organizations, but many writer's challenge this assumption.

3. Which one of the following sentences contains **NO** errors?
 - A. The ability to monitor feelings from moment to moment is crucial to psychological insight and self-understanding.
 - B. Social media activity usually spikes during a important presentation, with moderate chatter beforehand and afterward.
 - C. Use relevent stories that are appropriately dramatic, or you may come across as manipulative or out of touch with reality.
 - D. Thanks to easily accesible webinar and teleconference technology, about 80% of corporate presentations are delivered remotely.

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For questions 4 through 6, select the sentence that contains **AT LEAST ONE** error in grammar, punctuation, spelling, sentence structure, or word usage.

4. Which one of the following sentences contains **AT LEAST ONE** error?
- A. Creativity requires fresh perspectives, a skeptical attitude towards time-honored traditions, and occasionally the courage to take risks.
 - B. Training programs that explain the organization's strategy and culture encourage a common perspective and help foster unity.
 - C. Culture has many influences on how a team operates because it affects comittment to the team, styles of communication, and procedures.
 - D. Group decisions work better than individual decisions when groups successfully pool resources to solve problems or make decisions.
5. Which one of the following sentences contains **AT LEAST ONE** error?
- A. Although shaped by childhood experience, emotional intelligence can be nurtured and strengthened throughout adulthood.
 - B. Since remote audiences are so susceptible to distraction, even minor annoyances can derail your presentation.
 - C. Though you'll want to come across as smart and articulate, its even more important to be open and sincere so people will trust you.
 - D. Dress more casually when introducing yourself to potential recruits and new employees, to signal that you are accessible.
6. Which one of the following sentences contains **AT LEAST ONE** error?
- A. All doors to the building will be locked on any national holiday.
 - B. Prior to submitting applications, candidates should complete all necessary examinations for the position.
 - C. The state agency that will put forth the information will hold a press conference on the first of the month.
 - D. The examination will run approximately for hours and candidates are required to bring two forms of identification.

SAMPLE READING COMPREHENSION QUESTIONS

This section is designed to assess your skills in reading, interpreting, and applying written information. You will be asked to interpret and apply information and data contained in a variety of written materials. The following are samples of the types of problems you may find in the Office Technician (General & Typing) examination. However, actual problems will vary in format and content. **Your answers to the questions are to be based ONLY on the information provided to you in the written materials. Do not use any other information to base your answers.**

Departmental Memorandum

To: Managers
From: Human Resource Manager
Re: Probation Periods

As of July 1st all new employees will be subject to a six month probationary period. New employees will not be able to use their sick and vacation leave until the full six months have expired. After the probationary period has expired, please notify your employee that their probationary period has ended. Human Resources will remind you two days in advance of the date. Thank you for your cooperation.

1. What is the purpose of this memo?
 - A. To inform all new employees of the probationary period.
 - B. To inform managers of a change in policy.
 - C. To put all current employees on probation.
 - D. To introduce the Human Resources unit.

2. When does the new policy come into effect?
 - A. Immediately.
 - B. In two days.
 - C. In six months.
 - D. On July 1st.

Computers

Computers are machines that help us in many ways, but they cannot think or do things on their own. Humans have to provide them with information and tell them what to do with it. Computers cannot come up with any new information, but they can save time by making work processes more efficient. For example, information and office files can be stored in a computer's "memory." Computers can trace information from a particular file within a few seconds. It would take a clerk days or even weeks to go through every file if no computers were used.

The first computers were huge and costly. They filled up almost the whole floor of large offices. Later, because of the usefulness and demand for computers in business, scientists soon found ways to produce cheaper and smaller computers. They invented chips which made it possible to store more information in less space.

Today, computers are not only cheaper, but also more compact. They can be placed on top of an ordinary writing table. They can even be carried from place to place easily. Computers are not only used in offices by companies, but they are also used at home.

3. According to the passage, computers:
 - A. can trace a particular file in a few seconds.
 - B. help us in many ways by coming up with new information.
 - C. are more useful in an office setting.
 - D. are now more costly and compact.

4. According to the passage, cheaper and smaller computers were produced because:
 - A. smaller computers are more easily carried from one place to another.
 - B. of the usefulness and demand for computers in business.
 - C. companies complained about lack of space for larger computers.
 - D. of the growing need for computers in homes.

ANSWER KEY

ARITHMETIC QUESTIONS

1. To determine how much Lydia will earn if she works 15 hours, you must first determine her hourly rate.
Step 1: Multiply (2) shift \times (4) hours = 8. Lydia earned \$120 for 8 hours of work.
Step 2: Divide $\$120 \div 8 = 15$. Lydia earns \$15 an hour.
Step 3: Multiply (15) hours \times **\$15** = \$225. Lydia will earn \$225 for 15 hours worked.

The correct answer is B

2. To determine the number of attendees for each day, multiply the number of attendees from the previous day by 3.
On Monday there were 345 attendees.
Step 1: Multiply 345 attendees \times 3 = 1,035 attendees on Tuesday.
Step 2: Multiply 1,035 \times 3 = 3,105 attendees on Wednesday.
Step 3: Multiply 3,105 \times 3 = 9,315 attendees on Thursday.

The correct answer is D

3. To solve this problem, use the correct order of operations.
Step 1: Solve the equation inside the parentheses ($3+5 = 8$).
Step 2: Find the square of 8 ($8^2 = 64$).
Step 3: Multiply by 64 by 2 ($64 \times 2 = 128$).
Step 4: Subtract by 13 ($128 - 13 = 115$).

The correct answer is C

4. To add fractions, add the numerator straight across.
Step 1: Add $\frac{13}{5} + \frac{6}{5} = \frac{19}{5}$

The correct answer is C

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5. To determine what David's current budget is multiply his last month's budget by 8%.

Step 1: Find what 8% is.

$$8 \div 100 = 0.08$$

Step 2: Multiply last month's budget by budget increase.

$$\$352.86 \times 0.08 = \$28.23$$

Step 3: Add last month's budget by the increased amount

$$\$352.86 + 28.23 = \$381.09$$

The correct answer is B

6. To determine the average of the budgets, add the budgets together and divide by the number of budgets.

Step 1: Add the six estimated budgets.

$$\$7,995 + \$8,269 + \$9,520 + \$6,124 + \$7,538 + \$6,663 = \$46,109.00$$

Step 2: Divide the total sum of estimated budgets by the number of budgets.

$$\$46,109.00 \div 6 = \$7,684.83$$

The correct answer is A

WRITTEN COMMUNICATION QUESTIONS

1. Correct answer is C. (Option A has an error "affective"; Option B has an error "who's"; Option D has an error "reflects.")
2. Correct answer is B. (Option A has an error "companies"; Option C has an error "prove"; Option D has an error "writer's.")
3. Correct answer is A. (Option B has an error "a"; Option C has an error "relevent"; Option D has an error "accesible.")
4. Correct answer is C. (The error is "comittment.")
5. Correct answer is C. (The error is "its.")
6. Correct answer is D. (The error is "for.")

READING COMPREHENSION QUESTIONS

1. Correct answer is B
2. Correct answer is D
3. Correct answer is A
4. Correct answer is B