



# **Office Assistant**

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## **Study Guide**

**California Department of Human Resources**

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**Office Assistant (General) & (Typing) Examination Study Guide**

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**TABLE OF CONTENTS**

INTRODUCTION ..... 1  
SAMPLE ARITHMETIC CALCULATION QUESTIONS ..... 2  
SAMPLE ENGLISH USAGE AND GRAMMAR QUESTIONS..... 2  
SAMPLE SORTING AND FILING QUESTIONS..... 4  
ANSWER SHEET ..... 6

### INTRODUCTION

Thank you for your interest in the Office Assistant (General) & (Typing) classification. This guide is designed to familiarize and assist you in preparing for the Office Assistant examination. The examination contains 45 multiple-choice items in three content sections: 1) Arithmetic Calculations, 2) Written Communication, and 3) Sorting and Filing. 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 Assistant (General) & (Typing) online written examination, you should study the content assessed in each section of the test.

### Test-Taking Tips

The Office Assistant (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 often best to skip it and move on to the other questions. You can return to the question if you have time at the end. 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. *English Usage and Grammar* – This test section is designed to assess your knowledge and skill in constructing sentences and in using correct grammar, punctuation, word usage, and sentence structure.
3. *Sorting and Filing* – This section is designed to assess your skill in sorting and filing a variety of information.

### Answer Sheet

**You may find answers to the sample questions beginning on page 6.**

**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 questions you may find in the Office Assistant (General) & (Typing) examination. However, actual questions will vary in format and content.

1. \$3,458.47 subtracted from \$9,821.60 is closest to which of the following?
  - A. \$6,363.07
  - B. \$6,363.23
  - C. \$6,463.13
  - D. \$6,473.27
  
2. The sum of 463.16, 363.27, 473.07 and 343.01 =
  - A. 1,632.51
  - B. 1,642.41
  - C. 1,642.51
  - D. 1,684.51
  
3. Solve the following equation:  $156 + (7 - 3) \times 7 =$ 
  - A. 174
  - B. 184
  - C. 1,050
  - D. 1,120
  
4. Which of the following fractions is the largest?
  - A.  $\frac{10}{13}$
  - B.  $\frac{11}{14}$
  - C.  $\frac{14}{15}$
  - D.  $\frac{17}{18}$

**SAMPLE ENGLISH USAGE AND GRAMMAR QUESTIONS**

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

## Office Assistant (General) & (Typing) Examination Study Guide

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For questions 1 through 4, select the choice that correctly completes the sentence. Consider grammar, punctuation, spelling, and proper word usage when completing the sentence.

1. To \_\_\_\_\_ trainees to participate and to help them learn more, trainers will want to take steps to create a safe learning \_\_\_\_\_.
  - A. incourage; enviroment
  - B. encourage; enviroment
  - C. encourage; environment
  - D. incourage; environment
  
2. Many of the considerations for implementing a \_\_\_\_\_ program \_\_\_\_\_ similar to those for a coaching program.
  - A. mentoring; are
  - B. mentering; is
  - C. mentering; are
  - D. mentoring; is
  
3. \_\_\_\_\_ vitally important that leaders and constituents achieve \_\_\_\_\_ on shared values.
  - A. It's; consensus
  - B. Its; concensus
  - C. It's; concensus
  - D. Its; consensus
  
4. In the case of an emergency, all employees should \_\_\_\_\_ to the meeting place, \_\_\_\_\_ sign in.
  - A. precede; than
  - B. precede; then
  - C. proceed; than
  - D. proceed; then

**SAMPLE SORTING AND FILING QUESTIONS**

This section is designed to assess your skill in sorting and filing a variety of information. The following are samples of the types of questions you may find in the Office Assistant (General & Typing) examination. However, actual questions will vary in format and content.

1. Which of the following sets of numbers is listed in DESCENDING order?

- A. 5974, 5972, 5963, 5975, 5967, 5941, 5913
- B. 5923, 5929, 5948, 5889, 5863, 5821, 5808
- C. 5996, 5945, 5939, 5901, 5897, 5846, 5813
- D. 5921, 5915, 5919, 5909, 5892, 5851, 5803

2. What is the proper alphabetical order of the following names?

- 1. Williams, Michelle
- 2. Williams, Michael
- 3. Williams, Micheala
- 4. Williams, Michel

- A. 3, 2, 1, 4
- B. 2, 3, 1, 4
- C. 3, 2, 1, 4
- D. 2, 3, 4, 1

3. How many of the following pairs are **EXACTLY THE SAME?**

- |                       |                       |
|-----------------------|-----------------------|
| 821456849 - 821456849 | 350700517 - 350700517 |
| 655301147 - 655301147 | 497228991 - 497228991 |
| 147238117 - 147235117 | 213864748 - 213864748 |
| 651942565 - 651942565 | 980463326 - 980463326 |
| 972962749 - 972967249 | 261602989 - 261602989 |
| 545206581 - 545206581 | 348800738 - 348808738 |
| 275330968 - 275330968 | 342921926 - 342921926 |
| 892611899 - 892611894 | 700387289 - 700387289 |

- A. Fewer than eleven pairs
- B. Eleven pairs
- C. Twelve pairs
- D. Thirteen pairs
- E. Fourteen pairs

## Office Assistant (General) & (Typing) Examination Study Guide

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4. How many of the following pairs are **EXACTLY THE SAME**?

Charles C. Chamberlain - Charles C. Chamberlian  
Michelle Morrison - Michelle Morrison  
Vladimir B. Gasterssen - Vladimir B. Gasterssan  
Melodey K. Hannann - Melody K. Hannann  
Gayle Y. Paramapoonya - Gayle Y. Paramaponya  
Caroline U. Panatelli - Caroline U. Panatelli  
Gregory P. Samuels – Gregory P. Samuels  
Clark W. Griswold - Clark W. Griswold  
Mary Ann Gonzalez - Mary Ann Gonzalez  
Aaron L. Springsteen - Aaron L. Springsteen  
Desmond N. Townsend - Desmand N. Townsend  
Maranthall V. Nguyen – Maranthall V. Nguyen  
Alberto Q. Quaresma - Alberto Q. Quaresma  
James Allenthal - James Allenthal

- A. Fewer than eight pairs
- B. Eight pairs
- C. Nine pairs
- D. Ten pairs
- E. Eleven pairs

ANSWER SHEET

ARITHMETIC QUESTIONS

1. 
$$\begin{array}{r} 9,821.60 \\ - 3,458.47 \\ \hline 6,363.13 \end{array}$$
 (6,363.13 is closest to 6,363.07)

Correct answer is A

2. 
$$\begin{array}{r} 463.16 \\ 363.27 \\ 473.07 \\ + 343.01 \\ \hline 1,642.51 \end{array}$$

Correct answer is C

3. To solve  $156 + (7-3) \times 7 =$  use the Order of Operation Rules.  
Step 1: Solve the equation inside the parentheses:  $156 + (7-3) \times 7 =$   
Step 2: After you solve the equation inside the parentheses, the next step is multiply:  $156 + 4 \times 7 =$   
Step 3: After you multiply, the next step is to add  $156 + 28 = 184$

Correct answer is B

4. To find the largest fraction, simply divide the numerator by the denominator and find the highest result.
- A.  $10 \div 13 = .769$
  - B.  $11 \div 14 = .785$
  - C.  $14 \div 15 = .933$
  - D.  $17 \div 18 = .944$

Correct answer is D

ENGLISH USAGE AND GRAMMAR QUESTIONS

- 1. Correct answer is C (encourage; environment)
- 2. Correct answer is A (mentoring; are)
- 3. Correct answer is A (It's; consensus)
- 4. Correct answer is D (proceed; then)



SORTING AND FILING QUESTIONS

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