

## SAMPLE QUESTIONS

The questions shown below are for illustrative purposes only. They are examples of the different question types and formats that candidates may encounter on the multiple-choice examination. Questions that appear on the actual examination vary in difficulty and may be easier or more difficult than the questions illustrated below.

**UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL** - These questions assess applicants' ability to understand brief passages. Applicants are provided with short passages from which words or phrases have been removed. Applicants are required to select, among four alternatives, the word or phrase that best fits in each of the spaces. Applicants are not required to have any prior knowledge relating to the content areas covered in the selections.

### SAMPLE QUESTION

Directions: The passage below contains five numbered blanks. Read the passage once quickly to get the overall idea of the passage. Read it a second time, this time thinking of words that might fit in the blanks. Below the passage are listed sets of words numbered to match the blanks. Pick the word from each set which seems to make the most sense both in the sentence and the total paragraph.

Adoption records are not public. You have to get  1  court order to open them after they are sealed  2  the time of the adoption. Ask the Adoptions Clerk of the Surrogate's Court in the county where you  3  the adoption happened. Please be aware that requesting the unsealing of an adoption record is a  4  of case  5  the advice and other help of a lawyer may be needed for success.

#### Question 1

- A. that
- B. another
- C. this
- D. a

#### Question 2

- A. at
- B. for
- C. into
- D. behind

#### Question 3

- A. accept
- B. tell
- C. believe
- D. suggest

#### Question 4

- A. special
- B. kind
- C. reason
- D. offer

#### Question 5

- A. where
- B. what
- C. whether
- D. with

#### Question 1

**The correct Answer is D**, because "a court order" fits the general paragraph as well as the specific sentence in which the blank appears.

**Choice A is not correct** because you would not normally say "that court order" unless the paragraph indicated that you were talking about a specific order.

**Choice B is not correct** because "another court order" would suggest that you had already filed one, and there is no indication of that in the paragraph.

**Choice C is not correct** because you would only say "this court order" if it had been referred to earlier in the paragraph.

#### Answer Key:

**Q2. A; Q3. C; Q4. B; Q5. A**

**APPLYING FACTS AND INFORMATION TO GIVEN SITUATIONS** - These questions assess applicants' ability to use the information provided and apply it to a specific situation defined by a given set of facts. Applicants are presented with a regulation, policy or procedure similar to what

a Supervising Clerical Assistants may encounter on the job. Applicants must use this information to answer questions about specific situations. All of the information required to answer the questions is contained in the passages and in the description of the situation.

### **SAMPLE QUESTION**

#### **Procedure:**

A department has the following rules for submitting "Preferred Payment Vouchers" (PPV's): All Preferred Payment Vouchers (PPV) must have a unique index number which is assigned at the time of submission of the PPV. All vouchers which have a total amount over \$100 or which are for food/beverages must have a pre-approval memo signed by a supervisor. PPV's are never for an amount more than \$250.00. They are never for wages. Any staff member may submit a PPV, but not more than two from any employee in any one calendar month. All incorrectly submitted PPV's are returned to the employee.

The types of PPV's are:

- BLUE** -- for purchasing books, reference manuals and professional journals. Computer manuals, however, cannot be purchased using PPVs.
- PINK** -- for food and/or beverages served at meetings or conferences held at the office.
- GREEN** -- for printing and duplication material. One of three approved local companies must be used.
- YELLOW** -- for office supplies. There must be an attached memo stating that the item(s) needed are not available through the regular standing order for basic supplies such as paperclips, staples and/or notepads.

**Situation:** Mary Gaumont submitted a Pink PPV. It was returned to her for being incorrect. Which of the following would be a reason(s) for having it returned?

1. There was not a pre-approval memo signed by a supervisor.
  2. She had already submitted one Pink PPV that calendar month.
  3. It was an order for a subscription to an Accounting Journal.
  4. The PPV did not have an index number.
- 
- A. 1 only, but not 2, 3 or 4
  - B. 2 only, but not 1, 3 or 4
  - C. 1 and 3, but not 2 or 4
  - D. 1, 3, and 4, but not 2.

**The correct Answer is D**, because 1, 3 and 4 are all reasons for the PPV to be returned. All PPV's must also have an index number and 4 states that the PPV did not have one.

**Choice A is not correct** because although it is a reason for the PPV to be returned, food and beverage Pink PPV's must have a memo attached, which is not the only reason.

**Choice B is not correct** because an employee is permitted to submit two PPV's in a month and would not be a reason for it to be returned.

**Choice C is not correct** because again, although 1 is a reason for it to be returned, 3 is also a reason for it to be returned because if it was an order for an Accounting Journal, she should have used a Blue PPV, but again, they are not the only reasons.

**COURT RECORDKEEPING** - These questions assess applicants' ability to read, combine, and manipulate written information organized from several sources. Applicants are presented with

different types of tables, which contain names, numbers, codes and other information, and must combine and reorganize the information to answer specific questions.

Directions: Answer the questions based on the information contained in the following tables. Remember, all of the information needed to answer the questions correctly can be found in the tables. Complete the “Daily Breakdown of Cases” and “Summary of Cases” tables before you attempt to answer any of the questions.

<b>Daily Log of Cases Thursday</b>			
<b>Judge</b>	<b>Date Filed</b>	<b>Status</b>	<b>Money Award</b>
Abrams	11/08/14	Adjourned	X
Carter	11/15/14	Adjourned	X
Jones	02/12/16	Dismissed	X
Evans	03/27/15	Adjourned	X
Jones	08/23/14	Dismissed	X

<b>Daily Log of Cases Friday</b>			
<b>Judge</b>	<b>Date Filed</b>	<b>Status</b>	<b>Money Award</b>
D’Amico	07/13/14	Settled	X
Evans	05/09/15	Settled	\$11,400
Jones	01/06/16	Settled	\$15,444
Abrams	06/27/15	Dismissed	X
Evans	10/05/14	Defaulted	X
D’Amico	06/08/14	Adjourned	X
Abrams	07/18/15	Settled	\$760
Jones	09/26/15	Settled	X

Some of the information in the table below has already been filled in. You must fill in the remaining cells of the table to answer the questions.

<b>Daily Breakdown of Cases (Thursday and Friday)</b>			
<b>CASE STATUS</b>	<b>Thursday</b>	<b>Friday</b>	<b>Total Cases</b>

Dismissed	2	1	3
Adjourned			
Defaulted			
Settled-No Money Award			
Settled-Money Award			
Total Cases			
<b>Cases Filed by Year</b>			
2014	3	3	6
2015			
2016			
Total Cases			

<b>Summary of Cases (Thursday and Friday)</b>						
<b>Judge</b>	<b><u>Status</u></b>			<b><u>Settled No Money Award</u></b>	<b><u>Settled Money Award</u></b>	<b><u>Total Cases</u></b>
	<b><u>Dismissed</u></b>	<b><u>Defaulted</u></b>	<b><u>Adjourned</u></b>			
Abrams						
D'Amico						
Evans						
Carter						
Jones						

### **SAMPLE QUESTION:**

What was the total number of adjourned cases on Thursday?

- A. 2
- B. 3
- C. 5
- D. 8

**The correct Answer is B – 3.**

You could have answered this question by counting up all the cases in Thursday's "Daily Log of Cases" that said "Adjourned" in the "Status" column.

Alternatively, you could have looked in your completed "Daily Breakdown of Cases" table under "Thursday" and across from "Adjourned." It is recommended that you complete these tables before you begin answering the question to make it easier for you to answer more questions.

### **PREPARING WRITTEN MATERIAL**

**Format A:** These questions assess applicants' ability to present information accurately and clearly and to organize written information logically and comprehensibly. Applicants are presented with several sentences and must select the sequence that most effectively organizes them into a coherent and logical paragraph.

### **SAMPLE QUESTION**

1. Many cases are now being tried with six jurors rather than the usual twelve.
  2. America is firmly committed to the concept of trial by jury.
  3. Yet every year the outcry against the present jury system is mounting.
  4. Critics say that too much time is spent in jury selection and too many prospective jurors are called but do not serve.
  5. Fortunately, a way has been found to cut some expenses and speed up civil cases without eliminating jury trials.
- 
- A. 2-3-4-5-1
  - B. 2-3-5-1-4
  - C. 4-5-3-2-1
  - D. 4-5-2-3-1

**The correct Answer is A.**

**Choice B is not correct** because Sentence 1 is a concluding statement and should be at the end after the arguments have been presented.

**Choice C is not correct** because sentence 2 is the introductory statement and should lead into the arguments.

**Choice D is also not correct** because the paragraph should begin with Sentence 2.

**Format B:** These questions assess applicants' ability to apply the rules of English grammar and usage, punctuation, and sentence structure.

**SAMPLE QUESTION**

- A. While the victim lay injured on the floor of the store, the police dispatcher counseled the shopkeeper on how to perform first aid.
- B. While the victim laid injured on the floor of the store, the police dispatcher concealed the shopkeeper on how to perform first aid.
- C. While the victim lay injured on the floor of the store, the police dispatcher counceled the shopkeeper on how to perform first aid.
- D. While the victim laid injured on the floor of the store, the police dispatcher cancelled the shopkeeper on how to perform first aid.

**The correct answer is A**, because “counseled” is the appropriate word in the given context.

**Choice B is not correct.** Conceal means to hide and therefore, “concealed” is not the appropriate word in the given context.

**Choice C is not correct.** Counceled (wrong spelling and wrong form of the word) is not the appropriate word in the given context.

**Choice D is not correct.** Cancelled means to decide to not perform and is not the appropriate word in the given context.

OR

- A. There is a reason why drivers and passengers should have seatbelts securely fastened.
- B. Seatbelt fastened is known to prevent injuries.
- C. Highway patrolman see many fatal accidents without seatbelts fastened.
- D. Speed limits and seatbelts fastened are their to reduce fatal injuries.

**The correct answer is A.**

**Choice B is not correct** because the word order is awkward.

**Choice C is not correct** because it lacks subject verb agreement (Highway patrolmen see or Highway patrolman sees) and a missing verb (Highway patrolmen see a many fatal accidents that occur.....).

**Choice D is not correct** because it should be ‘there’ and not ‘their’.

**LEGAL TERMINOLOGY** - These questions assess applicants' knowledge of basic legal terminology Supervising Clerical Assistants encounter in their daily work.

**SAMPLE QUESTION**

The instructions that a judge gives to the jury before the jury begins deliberations are known as the:

- A. verdict
- B. closing argument
- C. judge's charge
- D. summation

**The correct answer is C.**

**Choice A is not correct** because a verdict is arrived at after the jury deliberations.

**Choice B is not correct** because the closing arguments are made by the attorneys.

**Choice D is not correct** summation is not instructing the jury before deliberations.

**SUPERVISION AND OFFICE MANAGEMENT** - These questions assess applicants' supervisory and management skills to direct activities of a clerical operations unit in such areas as: organizing and planning work assignments, orienting and training employees, communicating in an office setting, performance evaluation, dealing with the public and resolving problem situations encountered by a supervisor. Applicants are presented with hypothetical situations that Supervising Clerical Assistants typically encounter in their daily work. Applicants are required to select the best alternative to address each situation.

**SAMPLE QUESTION**

A subordinate of yours is ignoring procedural policy by making decisions that he or she is not authorized to make. To correct this situation, you should:

- A. wait until you observe this behavior again and meet with the employee to discuss the reasons he or she acted inappropriately.
- B. clearly communicate decision making procedures to your work unit.
- C. reassign the subordinate a different task.
- D. allow the subordinate to continue to make decisions but instruct the other employees to ignore them.

**The correct answer is B** because it is the most effective response of all the options.

**Choice A is not correct** because it only delays the action and therefore inefficient.

**Choice C is not correct** because it does not solve the issue.

**Choice D is not correct** because not responding to the situation only makes it worse.

**SCHEDULING AND STAFF MANAGEMENT-** These questions assess applicant's ability to schedule and coordinate assignments for a court operations unit. Applicants are presented with information regarding the duties and responsibilities of a supervisor/manager in a hypothetical situation with a specific set of rules and procedures. Applicants are required to organize and apply this information to answer questions related to scheduling and staffing requirements.

**SAMPLE QUESTION**

**Background Information**

Assume that you manage a large unit responsible for maintaining court records. You have 7 full-time and 3 part-time employees whom you supervise. Your office is responsible for updating the following forms which are known as C30, C40 and C50. Your staff also answers questions over the phone and in person and does other clerical activities. Your staff may also be occasionally called in to fill in in the courtroom or other locations. Not all staff members are approved for working on updating the records as it requires some training and approval as the records contain confidential information.

**Staffing Requirements:**

One staff person must work on Form C30 everyday

Two staff persons must work on Form C40 every day.

One staff person must work on Form C50 every Wednesday. (only Wednesday and for the entire day)

One person authorized to sign for confidential material must be available every day. Signing for confidential material takes very little time to do, so that person can be assigned other work as well.

Your first priority is to see that the required staff are assigned for updating these court forms (C30, C40 and C50). If you have additional staff available, they can be assigned to other projects as you see fit.

**Weekend:**

All full-time staff members may volunteer for weekend work. They may work only on those Forms that they have been approved to work on and must be approved to sign for confidential material.

If there are more than one qualified volunteer for weekend work, you must assign it based on most seniority. Seniority is calculated on date of hire.

Part-time staff are not eligible to work on weekends.

**Full-time Staff Approved for:**

<b>Name</b>	<b>Date of Hire</b>	<b>C30</b>	<b>C40</b>	<b>C50</b>	<b>Confidential</b>
Anne	10/14/06	No	Yes	No	No
Carl	09/01/07	Yes	No	Yes	Yes
Diana	07/01/06	Yes	No	Yes	Yes
Eric*	01/02/95	No	Yes	No	No
John	03/14/03	No	Yes	No	No
Mark	07/15/94	No	No	Yes	No
Mary*	04/04/07	No	Yes	No	No
Patrick	05/04/07	No	Yes	No	Yes
Robert	03/16/13	No	No	Yes	Yes
Tyler*	05/15/02	Yes	Yes	Yes	No

\*indicates part-time staff

Approved Time off:

Carl has vacation approved for: May 23-25<sup>th</sup>

Tyler has comp time approved for: May 24<sup>th</sup>

Eric has sick leave approved for May 25<sup>th</sup>

Which of the following member is available to work on Form C50 over the weekend?

- A. Mark
- B. Diana
- C. Tyler
- D. Patrick

**The correct answer is B** Diana is approved for Form C50 and to sign for confidential material.

**Choice A is not correct** because Mark is not approved to sign for confidential material.

**Choice C is not correct** Tyler work part-time

**Choice D is not correct** because Patrick is not approved for Form C50

More sample questions may be accessed by clicking on the link below:

<https://survey.alchemer.com/s3/7434839/Supervising-Clerical-Assistant-II-Sample-Test>