



TALENT SKILLS ASSESSMENT DEVELOPMENTAL GUIDE

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**Note: Using this guide does not
guarantee that you will obtain
satisfactory test results.**

Chapter 1. Using the Test Preparation Guide

This Test Preparation Guide provides suggestions that will help you develop and improve the skills and abilities measured by the Talent Skills Assessment (TSA). These skills and abilities are required to successfully perform a variety of Associate jobs at Verizon. To gain the maximum benefit from this Guide, you should:

Read Chapters 2-4 for general test information and tips.

- Chapter 2 provides a test overview, including a general description of the test battery.
- Chapter 3 provides general tips for preparing to take the test battery.
- Chapter 4 offers test-taking tips, including suggestions that may be helpful just before and during the testing session.

Read Chapter 5, which describes each individual test in some detail.

- Read the suggested activities that may help you further develop your skills and abilities. Tailor the suggestions to fit your specific work style and situation.
- Complete the sample test questions. Check your answers using the answer keys. Work to understand the difference between the correct and incorrect responses.
- Note which types of items or tests are difficult for you and pursue additional study and practice in those areas.

Chapter 2. Test Overview

The TSA contains six different tests. The tests measure basic skills, abilities, and characteristics that are helpful for performing well in Associate jobs at Verizon. Note that there may be additional testing requirements (for example, a data entry test or job knowledge test) for some jobs. The tests are administered at computer stations in a proctored setting.

The TSA was developed to ensure that each test is job-related, fair, and accurate. This was accomplished by working closely with a large number of job experts. In addition, a study was conducted to show that the TSA is a valid, reliable predictor of job performance and is fair for all candidates.

The different subtests included in the TSA are summarized in the following table. For each subtest, the table includes the subtest name and the number of items. There are 50 minutes to complete the TSA.

Test Name	Number of Items
Reading Comprehension	8
Math Computation	15
Table Interpretation	21
Reasoning	8
Checking for Accuracy	20
Background Inventory	44
Total	116

All of the subtests use a multiple-choice response format with three to five response options. None of the questions are intended to be "trick" questions. The subtests are designed to reflect Verizon job requirements and practices, but none of them require knowledge of specific Verizon practices or instrumentation. The skills, abilities, and characteristics measured by the TSA can be acquired inside or outside of Verizon.

The TSA is usually administered on a computer, but it does NOT measure computer skills. The TSA is designed so that persons with little or no familiarity with computers can understand easily how to take the test. A tutorial at the beginning of the test session will explain how to use a computer mouse and keyboard to complete the test.

Chapter 3 includes general tips for preparing to take the test. Chapter 4 offers test-taking tips, covering suggestions that might be helpful just before and during the testing session. Finally, Chapter 5 describes each individual subtest in more detail, including sample questions for review and practice.

Chapter 3. Test Preparation Tips

This chapter provides information about how to study efficiently and what kinds of materials might be useful for those who would like additional references beyond this guide.

General Study Suggestions

- Begin studying several weeks before the test. Try to set aside a certain time every day for studying.
- Avoid trying to learn everything just prior to the test; it reduces your concentration and can make you more nervous.
- Develop an organized study plan and stick to it. Avoid skipping around in the study material.
- Devise a study schedule by dividing material into organized units to learn in a specified period of time. As you learn new material, go back and review the old material to make sure you still remember it.
- Let your family and friends know how important it is that you stick to your study schedule, and arrange for a distraction-free study area.
- Concentrate on learning how to work problems rather than simply memorizing answers.
- Look for patterns in the study material that will help you remember important information.
- Actively process material as you study and review, rather than just passively reading it. Ways to do this include taking notes, repeating important points out loud, discussing material with someone else, and summarizing things you have read in your own words.
- Review all the materials you are using to prepare, but don't just skim them; strive to understand the material rather than just memorizing it for the test.

Additional Reading

There are countless test preparation sites on the internet, offering sample test items, test-taking tips, and so on. (Try using an Internet search engine to look up “free online test preparation,” for example.) Some such sites are completely free and others charge fees for some services. There are enough free materials available that most people probably would not benefit from paying for a particular program. If you go straight to the Internet before completing this guide, however, you could waste a lot of time practicing items unlike any you will find in the TSA. We strongly recommend that you start with the sample questions provided in Chapter 5 of this guide. Chapter 5 includes samples of every type of question you will encounter on the TSA. If you complete the sample items provided and would like additional practice, then you can do a more focused search online for sample tests with similar types of items.

Many test preparation guides contain sections on effective studying and test-taking tips. Reading these materials and following their suggestions could help you prepare for the TSA. Well-known test preparation guides include those published by Barron's, Kaplan, Learning Express, the Princeton Review, and Research and Education in America (REA). Many of these guides are designed for standardized tests such as the GED, ACT, SAT, and ASVAB. These books are available online and in many libraries and bookstores.

You may also find it helpful to take a course in basic skills like math or reading comprehension, particularly if you know that your skills are weak in these areas. Such courses may be available through a local school district, adult learning center, community college, or as a self-guided study course.

Chapter 4. Test-Taking Tips

This chapter provides information about how to prepare just prior to your test session, and tips to help you apply your skills effectively during the tests.

Before the Test Session

- Eat right and get a good night's sleep before the test session so that you will be well rested and feeling your best.
- Make sure you know the exact location and time of the test session. Allow yourself plenty of time to get to the test site, use the restroom, and relax.
- Avoid scheduling appointments for yourself directly after the test so that you will not feel rushed.
- Wear something comfortable. Test sites may be slightly warm or cool so dress for a range of temperatures.
- Leave behind or turn off calculators, cell phones, pagers, music players, etc. You are not allowed to use any of these devices at any time during the testing session.
- Reduce test anxiety and tension by breathing deeply and stretching before the test.
- Try not to discuss the test with other people once you arrive. Generally, this only increases everyone's anxiety.
- Go into the test session with a positive attitude, determined to do your best. Focus on what you know, rather than worrying about what you do not know.

During the Test Session

- Read all of the test instructions carefully and follow them exactly.
- Be sure you understand the test instructions before you start. If you need to ask questions, do so.
- Read each question and all of the response options completely before choosing your answer.
 - Be careful not to add or skip any words in the question or options.
 - Pay attention to words like *not* and *except*.
 - Do not over-interpret questions or try to find hidden meanings. The questions are not designed to be tricky. Instead, take questions at face value.
- All questions are multiple-choice. There are no penalties for guessing. If you are not sure which option to choose, try to narrow down your choices before selecting the best answer.
- Try to answer all of the questions in the test. You will be able to skip and come back to items or sections if you want to do so. It is recommended, however, that you avoid skipping around too much, as you might neglect to go back and answer all skipped items.
- Pay attention to your own work, not to what is going on around you.
- Try to stay relaxed. If you have trouble concentrating or become tense, pause and take a few deep breaths.

Chapter 5. Test Descriptions and Sample Items

This chapter is designed to help you prepare for individual subtests in the TSA. There is one section corresponding to each subtest. Each section includes a description of the subtest, suggestions for improving relevant skills, test instructions, sample questions, and an answer key.

Reading Comprehension

Overview

Verizon's employees use reading skills to perform many job tasks. Work-related documents include company policies and procedures, e-mail communications, instructions, and equipment installation guides. The Reading Comprehension subtest measures the ability to understand what you read.

The test contains two reading passages, each followed by questions about the passage. Each passage contains all of the information you need to answer the questions. You may refer to the passage as often as you like. When answering the questions, use only the information provided in the passage. You do not need previous experience or knowledge of Verizon to answer the questions correctly.

Test Instructions and Sample Items

Presented below are the instructions for the Reading Comprehension subtest, as they appear in the TSA. After the instructions, there is a sample reading passages and sample test questions based on the passages. An answer key is provided after the questions.

Instructions: This is a test of your ability to understand what you read. There is one reading passage, followed by questions about the passage. Read the passage and answer the questions. Make sure that you read the entire passage. For each question, select the best answer from the choices given.

Sample Items

The Compujet 945 was the fastest laser printer on the market. The company claimed that a faster printer was impossible without a substantial reduction in print quality. In December, a small firm from San Francisco introduced a laser printer of comparable quality. This new machine was twice as fast as the Compujet 945.

What is the best *conclusion*?

- a. The new printer was inferior in quality.
- b. A faster printer was possible.
- c. The Compujet 945 is still the best value for the money.

The correct answer is b.

After days of freezing rain, the rivers of northwestern Europe surged over their banks to engulf towns and cities in Germany, France, Belgium, and, worst hit of all, the Netherlands.

Circle the letter of the best *inference*.

- a. It has not been raining in Italy.
- b. Most of northwestern Europe is under water.
- c. The Netherlands incurred millions of dollars of damage.

The correct answer is c

Developmental Suggestions

The following are suggestions for improving your reading skills:

- Explain something you've read to someone else, and then ask him or her to read the same passage and judge whether or not your explanation is accurate.
- Read newspapers, magazines, or books of interest to you. The more you practice reading, the better you will become.
- Read difficult material, even if you have to read it slowly or read it several times. This will improve your ability to comprehend difficult material. If you don't understand a word, look it up in a dictionary.
- Identify and write down the main point of each paragraph in an article or book chapter. Practicing will improve your reading skills.
- Take a reading skills improvement course at an adult learning center or community college.
- Look for additional references and practice questions using the internet, a library, or a bookstore.

Math Computation

Overview

Verizon's employees must be able to solve basic math problems. They use this ability when dealing with customer billing problems; calculating and comparing the costs of various service plans for customers; installing, repairing, and maintaining equipment and services; completing work orders; and estimating cost or time requirements.

What You Will Be Asked to Do

The Math Computation subtest measures the ability to add, subtract, multiply, and divide using whole numbers, fractions, percentages, and decimals. All calculations must be performed by hand. **Calculators and devices with a calculator function are NOT permitted.** Scratch paper will be provided.

Math Review

Conventional Mathematical Signs Used

+	For Addition
-	For Subtraction
x	For Multiplication
÷	For Division
.	For a Decimal
%	For Percent

Test Instructions and Sample Items

Presented below are the instructions for the Math Computation subtest, as they appear in the TSA. After the instructions, there are sample items. An answer key is provided at the end of this section.

Instructions: This section consists of number problems. You are to figure out the correct answer for each question. Please use scratch paper as necessary to figure out the answers. You may not use a calculator.

Sample Item

1) $884 \div 16 =$

- a) 54.05
- b) 55.25
- c) 55.22
- d) 56.22

The correct answer is b) 55.25.

2) $325 \times .025 =$

- a) 325.25
- b) 64.10
- c) 8.125
- d) 13000

The correct answer is c) 8.125

Developmental Suggestions

The following are suggestions for improving your math computation skills:

- Solve math problems encountered in daily life without using a calculator. For example, balance a checkbook, add up the total cost of items while shopping, calculate gas mileage, or divide a recipe in half.
- While shopping, figure out how much money you could save if you buy items that are marked down (for example, 20% off).
- When buying something, calculate (without a calculator) how much change you should receive.
- Take a basic math course at an adult learning center or community college.
- Look for additional references and practice questions using the internet, a library, or a bookstore.

Table Interpretation

Overview

In Verizon's Associate jobs, employees sometimes use tables to gain information. Information stored in tables could include work schedules, customer records, equipment data, and so on. The Table Interpretation subtest measures your ability to locate and understand information presented in tables.

The test contains four tables, each followed by questions about the table. Each table contains all of the information you need to answer the questions. You may refer to the table as often as you like. When answering the questions, use only the information provided in the table. You do not need previous experience or knowledge of Verizon to answer the questions correctly.

Test Instructions and Sample Items

Presented below are the instructions for the Table Interpretation subtest, exactly as they appear in the TSA. After the instructions, there is a sample table with sample test questions based on the table. An answer key is provided at the end of this section.

Instructions: The questions in this section assess your ability to locate and understand information using tables. The questions are based on tables similar to those that employees use on their jobs. In answering each set of questions, use only the information provided in the table. You do not need previous experience or knowledge of the job to answer the questions correctly.

SAMPLE PROBLEM

Table Order List for Westfield Garden Apartments, August 3				
Order Number	Customer Home Address	Customer Number	Services Ordered	Length of Cable Needed
105	APT 37 Bldg C	8872182	Data Only	39FT
106	APT 38 Bldg D	9855425	Triple Play	72FT
107	APT 15 Bldg C	4156659	Triple Play	15FT

- 1) What is the length of cable needed for order number 106?
- A. 15FT
 - B. 39FT
 - C. 72FT

Answer is C., 72FT

- 2) What is the total length of cable needed for the Triple Play orders?
- A. 15FT
 - B. 87FT
 - C. 57FT

Answer is B., 87FT

Developmental Suggestions

The following are suggestions for improving your ability to use and interpret tables:

- Look closely at tables included in newspapers or other reading material of interest to you. You can find tables of information in bus or other transportation schedules, text books, price lists, clothing size charts, nutrition information (on food packages), and so on.
- Work to understand the information in a table and how it is arranged. The more you practice reading tables, the easier it will become.
- Explain a table to someone else, and then ask him or her to look at the same table and judge whether or not your explanation is accurate.
- Ask yourself questions (or have a friend do it) that can be answered using the information in the table. (For example, how many direct flights run from New York to Los Angeles each day? How many of these flights depart before noon? What are their flight numbers?)
- Look for additional references and practice questions using the internet, a library, or a bookstore.

Reasoning

Overview

Employees in Verizon's Associate jobs use general reasoning and logic skills when performing a variety of job tasks, including troubleshooting problems, figuring out how to overcome unexpected difficulties or obstacles, and determining how best to accomplish assigned work tasks.

The Reasoning subtest measures the ability to make valid and logical decisions based on a set of facts. The test contains two sets of facts. Each fact set is followed by a number of conclusions. Your task is to use the facts to determine whether each conclusion is true, is false, or cannot be determined based on the facts.

Test Instructions and Sample Items

Presented below are the instructions for the Reasoning subtest, as they appear in the TSA. After the instructions, there are sample fact sets and sample test questions based on the fact sets. An answer key is provided at the end of this section.

Instructions: This section measures your ability to draw conclusions based on facts. Each set of items follows a set of 4 or 5 facts. You are to assume that the facts are accurate as stated and that no further information is relevant. Following a set of facts are several items, each stating a possible conclusion based on the facts. For each item, you will determine the accuracy of the conclusion. The possible answers for each conclusion are as follows:

- a. **True:** the conclusion must be true, based on the facts
- b. **False:** the conclusion must be false, based on the facts
- c. **Can't tell:** given the facts, it is impossible to determine whether the conclusion is true or false

Facts

Airlines are changing advance purchase requirements for their cheapest non-sale fares.

Special fares will now require 21 days advance purchase.

Kate purchased a ticket 14 days in advance.

- 1) Leisure travelers will be negatively affected the most.
 - a. True
 - b. False
 - c. Can't tell.

Answer is c. Can't tell.

- 2) Kate received the special fare.
 - a. True
 - b. False
 - c. Can't tell.

Answer is b. False.

Developmental Suggestions

The following are suggestions for improving your reasoning skills:

- Study books that explain how to solve logic-based problems (for example, deductive reasoning problems).
- Solve practice questions published in reasoning and logic skills workbooks.
- Look for additional references and practice questions using the internet, a library, or a bookstore.

Checking for Accuracy

Overview

Employees in Verizon's Associate jobs must be able to quickly and accurately compare pieces of information (for example, new and revised lists of customer names and account numbers, or inventory control sheets). They use this ability when looking up customer or equipment information; proofreading documents, work orders, or correspondence; or comparing customer service or billing orders.

The Checking for Accuracy subtest measures the ability to attend to details, spot errors in printed information, and identify when there are no errors. You will be given a *Correct List* that contains several lines. Each line may contain names, addresses, numbers, or codes, and is divided into three sections. A *List to be Checked* will appear next to the *Correct List*. The *List to be Checked* is also divided into three sections. It is supposed to be exactly the same as the *Correct List* but it may contain errors. Your task is to compare the *List to be Checked* and the *Correct List* and, for each line, determine how many of the three sections contain errors. Your score depends on how accurately you can compare all of the lines in the two lists.

Test Instructions and Sample Items

Instructions: In this section, you will check the accuracy of a list by comparing it to a master list, or “correct list.” You will be asked to check the “List to be Checked” using the “Correct List,” and to identify the number of sections in the “List to be Checked” that have errors.

The response options for each item are as follows:

- a. **0 sections:** There are no errors; the entry in the List to be Checked is exactly the same as the entry in the Correct List.
- b. **1 section:** There is an error in 1 section. In other words, 1 section in the List to be Checked does not match the corresponding section in the Correct List.
- c. **2 sections:** There are errors in 2 sections. In other words, 2 sections in the List to be Checked do not match the corresponding sections in the Correct List.
- d. **3 sections:** There are errors in 3 sections. In other words, 3 sections in the List to be Checked do not match the corresponding sections in the Correct List.

Response Options:			
A = 0 sections	B = 1 section	C = 2 sections	D = 3 sections

Correct List			List to be Checked			
	Code	Start Date	End Date	Code	Start Date	End Date
1	HNT-10214	10/11/2001	10/11/2002	HNT-10214	10/11/2001	10/11/2002
2	SRB-12654	3/3/2003	1/28/2008	SRB-12654	3/3/2003	3/3/2003
3	MLL-12875	7/8/2007	8/10/2007	MLL-12800	7/28/2000	8/2/2007

1. There are no errors; the entry in the List to be Checked is exactly the same as the entry in the Correct List. **Thus, the correct answer is choice “A” (0 sections).**
2. There is an error in 1 section. The End Date in the List to be Checked does not match the End Date in the Correct List. **Thus, the correct answer is choice “B” (1 section).**
3. There are errors in 3 sections. The Code, Start Date, and End Date in the List to be Checked are all different from the corresponding sections in the Correct List. **Thus, the correct answer is choice “D” (3 sections).**

Developmental Suggestions

The following are suggestions for improving your checking for accuracy skills:

- Find an older and a newer version of a bus schedule, airline flight schedule, or telephone book. Place the two versions side-by-side, and then compare them. Identify all the places where the two schedules or lists differ. Check your level of accuracy.
- Ask someone to make up lists similar to the ones shown in the practice questions below. Practice comparing the lists, identifying all instances where the two lists do not match. Check your level of accuracy.
- Look at the daytime programming schedule for two different weekdays in a TV program schedule. Identify all the places where different programs are shown on the same channel at the same time of day, but on different days of the week. Do this for different pairs of days (Monday vs. Tuesday, Monday vs. Wednesday, and so on). Check your level of accuracy.
- Look for additional references and practice questions using the internet, a library, or a bookstore.

Practice Test

Reading Comprehension Instructions: This is a test of your ability to understand what you read. Read the passages and answer the questions. Make sure that you read the entire passage. For each question, select the best answer from the choices given.

Reading Passage A

Although Alexander Graham Bell was granted a patent in March 1876 for the development of a device to transmit speech sounds over electric waves, the general concepts involved had been understood for decades. Bell was only one of a number of inventors racing to pull the concepts together into a practical instrument for speech communications. In fact, Bell's telephone was quite similar to one developed by another American inventor, Elisha Gray.

The first telephone invented by Bell was both a transmitter and a receiver. To use it, a person spoke into it and then put it to his or her ear to hear the reply. The instrument was weak, compared to later telephones, in reproducing the voice, and it picked up a lot of static.

Thomas Edison, often called the greatest inventor who ever lived, invented a carbon telephone transmitter that gave the voice unlimited power. He also invented a receiver that contained a button-sized chalk diaphragm. This chalk receiver was used widely for many years, particularly in England.

When using the early telephones, people rang a bell by hand, then spoke into the transmitter, using "Are you ready to talk?" or a similar question. One day Edison was working on the telephone in his laboratory, and according to one story, picked up the instrument during a test and said "Hello!" into the transmitter. This greeting soon became a standard way to begin a telephone conversation.

1. According to the passage, which of the following statements about Bell's telephone is true?
 - a. It was an improvement on a telephone built by Thomas Edison.
 - b. It was not a commercial success.
 - c. It was never granted a patent.
 - d. It transmitted speech sounds over radio waves.
 - e. It was both a transmitter and a receiver.
2. Who is believed to be the first person to use "Hello" to begin a telephone conversation?
 - a. Thomas Edison
 - b. Thomas Edison's assistant
 - c. Elisha Gray
 - d. Alexander Graham Bell
 - e. The first switchboard operator
3. Which of the following statements about Edison's chalk receiver is true?
 - a. It was never used in England.
 - b. It was never patented.
 - c. It was weak in reproducing the voice.
 - d. Its diaphragm was made of carbon.
 - e. It was widely used for many years.
4. According to the passage, which of the following statements is true?
 - a. Thomas Edison "accidentally" invented the first telephone receiver while working on a completely different idea
 - b. The general principles involved in the telephone were understood long before the first telephone was invented.
 - c. Alexander Graham Bell's first telephone had a receiver with a chalk diaphragm.
 - d. Alexander Graham Bell's first telephone was actually built in a cooperative effort with Elisha Gray.
 - e. The first person to invent a practical instrument for speech communications was Thomas Edison.

Math Computation Instructions: This section consists of number problems. You are to figure out the correct answer for each question. Please use scratch paper as necessary to figure out the answers. You may not use a calculator.

- | | | |
|---|--|--|
| 1. $735 - 82 =$
a. 653
b. 673
c. 753
d. 817 | 6. $108.4 + 57.1 =$
a. 165.5
b. 166.14
c. 157.1
d. 167.5 | 11. $68,805 \div 100 =$
a. 6,880.5
b. 688.05
c. 68.805
d. 6.8805 |
| 2. $18 \times 18 =$
a. 324
b. 316
c. 292
d. 288 | 7. $525 \times 0.25 =$
a. 122.25
b. 131.25
c. 132.25
d. 155.25 | 12. 200% of 100 =
a. 200
b. 150
c. 100
d. 20 |
| 3. $13/18 + 1/9 =$
a. 15/9
b. 14/9
c. 7/9
d. 15/18 | 8. $23.222 + 15.795 =$
a. 38.917
b. 38.017
c. 39.917
d. 39.017 | 13. $17,008 + 34,999 =$
a. 51,007
b. 52,007
c. 51,009
d. 52,009 |
| 4. $403.99 + 79.99 =$
a. 483.88
b. 483.98
c. 482.88
d. 482.98 | 9. $45 \div 6 =$
a. 7.25
b. 7.33
c. 7.5
d. 7.75 | 14. $4/5 - 1/8 =$
a. 3/8
b. 3/5
c. 3/40
d. 27/40 |
| 5. 50% of 40 =
a. 20
b. 200
c. 12.5
d. 25 | 10. $25 \times 25 =$
a. 225
b. 625
c. 575
d. 675 | |

Table Interpretation Instructions: The questions in this section assess your ability to locate and understand information using tables. The questions are based on tables similar to those that employees use on their jobs. In answering each set of questions, use only the information provided in the table. You do not need previous experience or knowledge of the job to answer the questions correctly.

Table 1				
International Postal Rates				
Weight Not Over (ounces)	Country Price Group 1	Country Price Group 2	Country Price Group 3-5	Country Price Group 6-9
1	0.75	0.79	0.98	0.98
2	1	1.34	1.82	1.76
3	1.25	1.89	2.66	2.54
3.5	1.5	2.44	3.5	3.32
Postcard	0.75	0.79	0.98	0.98

Table 2			
Country Group List			
Country Group 1	Country Group 2	Country Group 3-5	Country Group 6-9
France	Mexico	Bali	Taipei
England	Canada	Indonesia	South Korea
Portugal	Brazil	Australia	Guam
Ireland	Honduras	Madagascar	Georgia

Table 1 shows the cost of mailing a letter to various country groups by mail based on ounces.

Table 2 shows the countries in each country group.

Use the information in Tables 2 & 3 to answer the following questions.

1. James has to mail a letter to Australia. His letter is 3 ounces. How much will the letter cost to mail?
 - a. 1.89
 - b. .98
 - c. 1.25
 - d. 2.66

2. Lily is on vacation and she wants to mail a postcard back home to her parents who live in France, which is country price group 1. How much will it cost Lily to mail the postcard to her parents?
 - a. 1
 - b. .79
 - c. .75
 - d. 1.82

3. Carter has three 2 oz. letters to mail and 1 postcard. One letter is going to England, another is going to Taipei, and the last letter is going to Canada. The postcard is being sent to Portugal. In total, how much will Carter spend mailing the letters and postcard?
 - a. 4.85
 - b. 7.25
 - c. 5.95
 - d. 2.25

Reasoning Instructions: This section measures your ability to draw conclusions based on facts. Each set of items follows a set of 4 or 5 facts. You are to assume that the facts are accurate as stated and that no further information is relevant. Following a set of facts are several items, each stating a possible conclusion based on the facts. For each item, you will determine the accuracy of the conclusion. The possible answers for each conclusion are as follows:

- a. **True:** the conclusion must be true, based on the facts
- b. **False:** the conclusion must be false, based on the facts
- c. **Can't tell:** given the facts, it is impossible to determine whether the conclusion is true or false

FACTS:

Every clerical worker gets a pay raise at the end of the year.

Minnie's raise was half as big as Huong's raise.

Minnie's raise was more than Paul's raise.

Huong's raise was the same amount as Kate's raise.

1. Paul got the smallest raise of those mentioned.
 - a. True
 - b. False
 - c. Can't tell
2. Kate's raise was twice as big as Minnie's raise.
 - a. True
 - b. False
 - c. Can't tell
3. Paul's raise was half as much as Huong's raise.
 - a. True
 - b. False
 - c. Can't tell
4. Minnie's raise was more than Kate's raise.
 - a. True
 - b. False
 - c. Can't tell
5. Paul's raise was half as big as Minnie's raise.
 - a. True
 - b. False
 - c. Can't tell

Checking for Accuracy Instructions: In this section, you will check the accuracy of a list by comparing it to a master list, or “correct list.” You will be asked to check the “List to be Checked” using the “Correct List,” and to identify the number of sections in the “List to be Checked” that have errors.

The response options for each item are as follows:

- a. **0 sections:** There are no errors; the entry in the List to be Checked is exactly the same as the entry in the Correct List.
- b. **1 section:** There is an error in 1 section. In other words, 1 section in the List to be Checked does not match the corresponding section in the Correct List.
- c. **2 sections:** There are errors in 2 sections. In other words, 2 sections in the List to be Checked do not match the corresponding sections in the Correct List.
- d. **3 sections:** There are errors in 3 sections. In other words, 3 sections in the List to be Checked do not match the corresponding sections in the Correct List.

Response Options:			
a = 0 sections	b = 1 section	c = 2 sections	d = 3 sections

item	Correct List			List to be Checked		
	Code	Start Date	End Date	Code	Start Date	End Date
1	HNT-10214	10/11/2001	10/11/2002	HNT-10214	10/11/2001	10/11/2002
2	SRB-12654	3/3/2003	1/28/2008	SRB-12654	3/3/2003	3/3/2003
3	MLL-12875	7/8/2007	8/10/2007	MLL-12800	7/28/2000	8/2/2007
4	ABB-78110	5/5/2009	7/31/2009	ABA-78180	6/5/2009	7/31/2009
5	RNL-44001	1/1/2005	12/15/2008	RNL-44001	1/1/2005	12/15/2008
6	JKT-72710	4/12/2005	7/3/2009	JKT-27107	2/12/2002	7/13/2005

Answer Key

Answer Key: Reading Comprehension

1 = e; 2 = a; 3 = e; 4 = b;

Answer Key: Math Computation

1 = a; 2 = a; 3 = d; 4 = b; 5 = a; 6 = a; 7 = b; 8 = d; 9 = c; 10 = b;

11 = b; 12 = a; 13 = b; 14 = d;

Answer Key: Table Interpretation

1 = d; 2 = c; 3 = a;

Answer Key: Reasoning

1 = a; 2 = a; 3 = b; 4 = b; 5 = c;

Answer Key: Checking for Accuracy

1 = a; 2 = b; 3 = d; 4 = c; 5 = a; 6 = d;