MasteryPrep

PRESENTS

WorkKeys BOOT CAMP

BETTER SCORES IN ONE DAY

2016-2017 edition

SAMPLE

SAMPLE

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Chapter 2

Applied Mathematics

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Introduction to Applied Mathematics

The Applied Mathematics test is a multiple-choice test that emphasizes the application of mathematical reasoning and problem-solving techniques in workplace problems and situations. This test consists of **33 questions**. If you take the written test, you will have **45 minutes** to answer the questions. If you take the computer-based test, you will have **55 minutes**. This section contains the most frequently tested skills on the Applied Mathematics test:

- Basic Operations
- Time & Rates
- Using Formulas
- Ratios & Proportions
- Percentages

NOTES:

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Speed Up or Slow Down?

The key to doing well on the Applied Mathematics test is to **choose the right pacing strategy** based on **your goal score**.

What is your goal score for the Applied Mathematics test? _____

If your goal score is a **Level 3 or 4**, you should make use of the **Cherry-Picking** pacing strategy explained on page 16.

If your goal score is a **Level 5 or above**, you should make use of the **Math Blitz** pacing strategy explained on page 17.

Which pacing strategy will you use on the Applied Mathematics test? _____

NOTES:

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Cherry-Picking

Have you ever made simple mistakes on the easier questions in the beginning of a math test because you were rushing through them? Did you end up missing the tougher questions at the end anyway?

By slowing down on the easier questions, and by taking more guesses on the tougher ones, **you can improve your accuracy** on the questions you know how to answer. There could be some gimmes at the back of the test that you won't be able to answer because you ran out of time.

- If you know how to solve a question, take the time to show your work and answer it.
- If you are unable to answer a question, make your best guess and then **Mark and Move.**
- It helps to set a goal. Check page 11 and see how many questions you need to answer to reach your NCRC goal.

Rushing through the questions you know how to do only to get stuck on questions you can't answer is not a good strategy. **By targeting the questions you can answer in the mini-tests in this book and taking your time with them, you will improve your accuracy and manage your time better on the Applied Mathematics test.**

NOTES:

SAMPLE

Math Blitz

How much would your score improve if you had an extra 7 minutes on the Applied Mathematics test?

By pacing yourself, and by practicing in order to improve your speed, **you can grab an extra 7 minutes** or more for the tougher questions toward the end of the test.

- You want to blitz the first 11 questions, moving through them in only 8 minutes.
- Allow yourself 15 minutes for the middle 11 questions.
- Then you'll have a full 22 minutes for the last 11 questions.

By working through the mini-tests in this Boot Camp at the correct pace, you'll take a big step toward achieving better timing on the Applied Mathematics test.

Note: The times given for this pacing strategy are based on the 45-minute written test.

NOTES:

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Applied Mathematics Formula Sheet

Distance

1 foot = 12 inches
1 yard = 3 feet
1 mile = 5,280 feet
1 mile ≈ 1.61 kilometers
1 inch = 2.54 centimeters
1 foot = 0.3048 meters
1 meter = 1,000 millimeters
1 meter = 100 centimeters
1 kilometer = 1,000 meters
1 kilometer ≈ 0.62 miles

Area

1 square foot = 144 square inches
1 square yard = 9 square feet
1 acre = 43,560 square feet

Volume

1 cup = 8 fluid ounces
1 quart = 4 cups
1 gallon = 4 quarts
1 gallon = 231 cubic inches
1 liter ≈ 0.264 gallons
1 cubic foot = 1,728 cubic inches
1 cubic yard = 27 cubic feet
1 board foot = 1 inch by 12 inches by 12 inches

Weight/Mass

1 ounce ≈ 28.350 grams
1 pound = 16 ounces
1 pound ≈ 453.592 grams
1 milligram = 0.001 grams
1 kilogram = 1,000 grams
1 kilogram ≈ 2.2 pounds
1 ton = 2,000 pounds

Rectangle

perimeter = 2(*length* + *width*)
area = *length* × *width*

Rectangular Solid (Box)

volume = *length* × *width* × *height*

Cube

volume = (*length of side*)^3

Triangle

sum of angles = 180°
area = $\frac{1}{2}$ (*base* × *height*)

Circle

number of degrees in a circle = 360°
circumference ≈ 3.14 × *diameter*
area ≈ 3.14 × (*radius*)^2

Cylinder

volume ≈ 3.14 × (*radius*)^2 × *height*

Cone

volume ≈ $\frac{3.14 \times (radius)^2 \times height}{3}$

Sphere (Ball)

volume ≈ $\frac{4}{3} \times 3.14 \times (radius)^3$

Electricity

1 kilowatt-hour = 1,000 watt-hours
amps = watts ÷ volts

Temperature

°C = 0.56(°F − 32) or $\frac{5}{9}$ (°F − 32)

°F = 1.8(°C) + 32 or ($\frac{9}{5}$ × °C) + 32

SAMPLE

DO YOUR FIGURING HERE.

1. You take your dog to a veterinarian for a checkup. Her assistant weighs your dog and finds that it weighs 15 kilograms. How much does your dog weigh in pounds?

A. 15
B. 25
C. 33
D. 36
E. 42

2. Travis is currently eating 12 chips per minute. At this rate, how many chips will Travis eat in 8 minutes?

A. 12
B. 19
C. 48
D. 67
E. 96

3. You eat a meal at a local fast food restaurant. Your cheeseburger has 550 calories, your french fries have 330 calories, and your medium soda has 220 calories. How many calories are in this meal?

A. 1,050 calories
B. 1,100 calories
C. 1,150 calories
D. 1,200 calories
E. 1,240 calories

SAMPLE

GO ON TO THE NEXT PAGE.

DO YOUR FIGURING HERE.

4. A farmer plants cherry trees on a 315-acre farm. There are 26,145 cherry trees evenly dispersed throughout the farm. How many cherry trees are there on each acre of land?

A. 56
B. 83
C. 87
D. 97
E. 134

5. Shoes are on sale at a department store for $15 per pair. The department store sold 41 pairs of shoes today. How much money did the department store make selling shoes today?

A. $564
B. $580
C. $596
D. $612
E. $615

6. You work at a clothing store. Today, you are offering coupons for $20.00 off any button-down shirt in the store. A customer comes in with a coupon and purchases one button-down shirt for $89.99 and a tie for $19.99. How much should you charge this customer before tax?

A. $89.89
B. $89.98
C. $91.89
D. $91.99
E. $92.98

SAMPLE

7. You are opening a candy store. The inventory for the store will cost $5,000. The supplier requires a down payment of 20% of the total cost at the time of purchase. What is the balance you will owe after making the down payment?

A. $3,600
B. $3,800
C. $3,900
D. $4,000
E. $4,100

8. Last week at the grocery store where you work, you sold 178 avocados and 13 expired. The store paid $0.54 per avocado and sold each avocado for $1.35. What profit did the store make on avocados last week?

A. $124.87
B. $137.16
C. $137.99
D. $157.10
E. $169.10

9. You are repairing your computer and need to loosen a screw that is fastening the top case down. You tried a $\frac{3}{4}$ mm screwdriver, which was too large, and a $\frac{1}{2}$ mm screwdriver, which was too small. Which of the following screwdrivers might fit the screw?

A. $\frac{2}{9}$ mm
B. $\frac{1}{2}$ mm
C. $\frac{5}{8}$ mm
D. $\frac{3}{4}$ mm
E. $\frac{7}{8}$ mm

SAMPLE

DO YOUR FIGURING HERE.

10. You are slow cooking a duck. After some time, you check its internal temperature with a cooking thermometer. The thermometer reads 111 degrees Fahrenheit. How much would the thermometer read if it were in degrees Celsius? Round your answer to the nearest degree.

A. 23
B. 26
C. 31
D. 38
E. 44

11. You are putting up fencing around your courtyard. Your rectangular courtyard is 45.1 feet wide by 32.4 feet long. How many feet of fencing will you need to enclose your courtyard?

A. 123
B. 131
C. 140
D. 150
E. 155

SAMPLE

STOP! END OF TEST.
YOU MAY GO BACK AND CHECK YOUR WORK.

Basic Operations

Basic Operations is the most frequently tested subject on the Applied Mathematics test. You can solve a lot of real-world problems using these operations. In this lesson, you'll learn to identify which operation is correct to use.

Remember that it's important to focus on the action being described, not the words.

- **Addition** is used when you are combining or adding on.
- **Subtraction** is used when you are taking away.
- **Multiplication** is used when several groups are being combined.
- **Division** is used when you are splitting a number of things between groups.

EXAMPLE

You are working as a financial planner. You determine that your client needs to work 38 hours a week at his job in order to make enough money for his family. He already works 33 hours per week. How many additional hours per week does he need to work?

You are starting with a goal of 38 hours. He already is working 33 hours, so you are taking 33 hours away from the total in order to find out how many additional hours he needs to work. Subtraction is the correct operation to use.

EXAMPLE

As an urban planner, your job is to plan cities. You have been asked to plan a new section of your city that can hold 2,000 people. Each city block can hold 400 people. How many city blocks do you need to plan?

You know that there are 2,000 people, and each block can hold 400. In other words, you are trying to find out how many groups of 400 you need to hold 2,000 people. Since you are splitting the total number of people into blocks, division is the correct operation.

SAMPLE

Identify the Operation

Now it's your turn to identify which operation you should use. Choose between addition, subtraction, multiplication, or division.

1. You help manage a car dealership. The number of customers visiting the lot on Monday was 74. On Tuesday, 33 visited, and 65 visited on Wednesday. To find the total number of people who visited during the three days, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

2. You are buying clothing for the new school year. You spend $55 on a pair of shoes. You spend $130 on jeans, and you spend $80 on a jacket. To find how much money, in dollars, you spent on clothing for the new school year, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

3. You have a monthly data plan on your mobile device. You can use 420 megabytes of data per month. You go through 100 megabytes of data in the first week. You go through 160 megabytes of data in the second week. To find how many megabytes of data you have left for this month, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

4. You work in an office. You work 5 days each week. Each day, you work for 8 hours. You make $18 per hour. To find how much, in dollars, you make in a single week, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

5. You own a grocery store. You receive a shipment of several cases of bottled soda. Each case contains 12 bottles of sodas. Each bottle has 12 ounces of soda. The shipment contains 864 ounces of soda in all. To find how many cases of bottled soda you received in the shipment, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

6. You are on a field trip. You decide to buy souvenirs for your friends. You have $100 to spend. You spend $35 on a gift for one friend. You spend $40 on a gift for another friend. To find how much money, in dollars, you have left to spend on souvenirs, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

SAMPLE

7. You own a candy store. You receive a shipment of gourmet chocolate bars. In the shipment, there are 18 dark chocolate bars, 22 milk chocolate bars, and 8 white chocolate bars. To find how many chocolate bars you received in the shipment, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

8. You are a writer. You write 4 days a week. Every day that you write, you write for 12 hours. Each hour, you write 300 words. To find how many words you write in one week, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

9. You own an electronics store. You receive a shipment of several boxes of USB jump drives. A single box contains 24 USB jump drives. A single USB jump drive holds 32 gigabytes of data. There are 2,304 gigabytes of data in the entire shipment. To find how many boxes of USB jump drives you received in the shipment, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

10. You have a monthly budget. You allow yourself to spend $1,400 each month. You spend $250 on utility payments. You spend $120 on an Internet payment. To find how much money you have left to spend this month, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

11. You are a professor at a university. This semester, you are teaching 4 courses. Each of your courses contains 25 students. Every student will take 3 tests during the semester. To find how many tests you will give this semester, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

12. You are planting flowers in your front and back yards. You have 240 flower seeds. In the front yard, you plant 80 flower seeds. In the backyard, you plant 100 flower seeds. To find how many flower seeds you have left, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

13. You are tiling your kitchen, master bathroom, and guest bathroom. You have 380 tiles. It takes you 150 tiles to tile the kitchen. It takes you 120 tiles to tile the master bathroom. To find how many tiles you have left to tile the guest bathroom, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

SAMPLE

14. You are counting your protein intake. For breakfast, you had 16 grams of protein. For lunch, you had 32 grams of protein. For dinner, you had 41 grams of protein. To find how many grams of protein you had today, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

15. You own a candy shop. You receive a shipment of several crates containing bags of hard candy. A single crate contains 10 bags of hard candy. A single bag contains 20 pieces of hard candy. The shipment contains 800 pieces of hard candy in total. To find how many crates you received in the shipment, which operation should you use?

Subtraction **Multiplication** **Division** **Addition**

Math requires you to be accurate. In your career, a single error could be costly for your employer, and for you. Imagine that you are working as a bank teller. What if you accidentally gave a customer $1,000 when they were only supposed to get $100? Or worse, suppose you started your own business and billed a customer for $5,000 when you were supposed to bill them for $50,000. One little number can make a big difference in math and in your life.

Always check your answers. Always suspect that you may have made a mistake. Set expectations for the answer range, and if the answer doesn't meet your expectations, rework the problem. Everyone makes mistakes. A good mathematician knows how to spot his or her mistakes before submitting an incorrect answer.

SAMPLE

Answer Key

Identify the Operation

1. addition (+)
2. addition (+)
3. subtraction (–)
4. multiplication (×)
5. division (÷)
6. subtraction (–)
7. addition (+)
8. multiplication (×)
9. division (÷)
10. subtraction (–)
11. multiplication (×)
12. subtraction (–)
13. subtraction (–)
14. addition (+)
15. division (÷)

Choose the Operation

1. division (÷)
2. multiplication (×)
3. addition (+)
4. subtraction (–)
5. division (÷)
6. division (÷)
7. addition (+)
8. subtraction (–)
9. multiplication (×)
10. addition (+)
11. subtraction (–)
12. division (÷)
13. multiplication (×)
14. subtraction (–)
15. division (÷)

Solve the Word Problems

1. The answer is D.
2. The answer is E.
3. The answer is E.
4. The answer is A.
5. The answer is C.
6. The answer is A.
7. The answer is C.
8. The answer is E.
9. The answer is B.
10. The answer is B.
11. The answer is E.
12. The answer is C.
13. The answer is E.
14. The answer is C.
15. The answer is C.

Set Up and Solve the Word Problems

1. The answer is B.
2. The answer is B.
3. The answer is C.
4. The answer is B.
5. The answer is D.
6. The answer is A.
7. The answer is A.
8. The answer is B.
9. The answer is E.
10. The answer is E.
11. The answer is D.
12. The answer is C.
13. The answer is A.
14. The answer is D.
15. The answer is E.

SAMPLE

Applied Mathematics Mini-Test Explanations

SAMPLE

MINI-TEST ONE

1. **The correct answer is C.** Use your formula sheet, which shows 1 kilogram equals 2.2 pounds. To find the number of pounds in 15 kilograms, multiply the number of kilograms by the number of pounds per kilogram.

   $15 \text{ kilograms} \cdot \frac{2.2 \text{ pounds}}{\text{kilogram}} = 33 \text{ pounds}$

2. **The correct answer is E.** Multiply the number of chips Travis is eating—12 chips per minute—by the number of minutes.

   $\frac{12 \text{ chips}}{\text{minute}} \cdot 8 \text{ minutes} = 96 \text{ chips}$

3. **The correct answer is B.** Add the calories of the three meal items.

   550 calories + 330 calories + 220 calories = 1,100 calories

4. **The correct answer is B.** Divide the number of trees by the number of acres.

   26,145 cherry trees ÷ 315 acres = 83 cherry trees per acre

5. **The correct answer is E.** Multiply the number of pairs of shoes sold by the cost per pair.

   41 pairs · $15 per pair = $615

6. **The correct answer is B.** Add the cost of the two items together and subtract the discount.

   $89.99 + $19.99 – $20.00 = $89.98

7. **The correct answer is D.** First find the down payment. Multiply the total cost by the percentage required. Finding 20% is the same as multiplying by 0.20.

   $5,000 · 0.20 = $1,000

   Next, subtract the down payment from the total cost.

   $5,000 – $1,000 = $4,000

8. **The correct answer is B.** First find the total number of avocados and then how much the store purchased them for.

   178 + 13 = 191 avocados

   191 avocados · $0.54 per avocado = $103.14

Next, multiply the number of avocados sold by the price per avocado at the store.

178 avocados · $1.35 per avocado = $240.30

Find the profit by subtracting how much the store spent on avocados from how much the store made on avocados.

$240.30 – $103.14 = $137.16

9. **The correct answer is C.** Determine which fraction falls between $\frac{3}{4}$ and $\frac{1}{2}$. First find a common denominator.

   $\frac{1}{2} = \frac{4}{8}$ and $\frac{3}{4} = \frac{6}{8}$

   The only answer option that falls between $\frac{4}{8}$ and $\frac{6}{8}$ is $\frac{5}{8}$.

10. **The correct answer is E.** Find the conversion formula on your formula sheet and convert Fahrenheit to Celsius.

    C = 0.56(F – 32)

    C = 0.56(111 – 32) = 44.24, which rounds to 44 degrees Celsius

11. **The correct answer is E.** Your formula sheet shows the perimeter of a rectangular space is 2(*length* + *width*). The perimeter of the courtyard will be the total fencing needed. Plug in the measurements given for the courtyard.

    2(32.4 + 45.1) = 155 feet

MINI-TEST TWO

12. **The correct answer is B.** Divide the number of miles you need to travel by the speed you are traveling.

    436 miles ÷ 122 $\frac{\text{miles}}{\text{hour}}$ ≈ 3.6 hours

13. **The correct answer is C.** Divide the total number of books by the rate at which they are packaged.

    5,680 books ÷ 400 $\frac{\text{books}}{\text{team}}$ = 14.2

    There cannot be a partial team, so this answer rounds up to 15 teams.

14. **The correct answer is C.** Add the individual lengths together. The part is made up of 8 pieces that are $\frac{3}{4}$ inch long and 2 pieces that are $\frac{2}{5}$ inch long.

    $8(\frac{3}{4}) + 2(\frac{2}{5}) = 6 + \frac{4}{5} = 6\ \frac{4}{5}$ inches

15. **The correct answer is E.** First, find the cost per book without a markup.

    $150.00 ÷ 16 ≈ $9.38 each

SAMPLE

SAMPLE

Chapter 3

Reading for Information

SAMPLE

Introduction to Reading for Information

The Reading for Information test is a multiple-choice test that measures your ability to read, understand, and apply various workplace documents, such as memos, instructions, and policies. This test consists of **33 questions**. If you take the written test, you will have **45 minutes** to answer the questions. If you take the computer-based test, you will have **55 minutes**. This section contains the most frequently tested skills on the Reading for Information test:

- Applying Information
- Applying Instructions
- Understanding Word Meaning
- Identifying Main Ideas & Details
- Applying Reasoning

NOTES:

SAMPLE

Pace Yourself

The key to doing well on the Reading for Information test is to remember how many questions you need to answer correctly to reach your goal score.

What is your goal score for the Reading for Information test? _____

How many questions do you need to answer correctly to get this score? _____

Refer to page 11 for the breakdown of correct questions and NCRC scores.

The workplace documents in the beginning of the test tend to be shorter and easier to understand. In the back of the test, these documents are longer and more complex. Try to move more quickly through the first half of the test so that you have time to work on the more difficult questions at the end. You don't want to leave blank answers because you spent too much time on the easy questions.

- Aim to answer the first 15 questions within the first 15 minutes.
- Then you'll have 30 minutes to answer the last 18 questions.

Note: The times given are based on the 45-minute written test.

The best strategy to use on the Reading for Information test is to first **skim** the document, reading it quickly to understand the main idea. Then, answer the questions. Find important key words in the question that you can then **scan** for in the document.

One way you can move more quickly is to become familiar with the types of workplace documents the Reading for Information test uses. These are all the types you'll see on a test, in order of frequency:

- Instructions: explanation of how to carry out a specific job task, operate machinery, etc., either numbered or as part of a memo
- Policy: typically one page long, gives specific information about company policies, such as attendance, sick leave, and insurance benefits
- Informational: announcements about changes or new events occurring in the workplace, frequently asked questions, regulations about operating machinery
- Legal document: short but with complex language, explains specific actions or behavior that is allowed by law or that is illegal
- Contract: short but with complex language, outlines the specific agreement between two people, such as a landlord and tenant or an employer and employee

SAMPLE

Brain Going Numb?

Watch out for the brain drain you may experience while slugging through several unfamiliar documents on a tight timeline.

You may get to the last paragraph of a document and realize that you have no idea what you've just read.

You may end up staring off into space or thinking far too long about one segment or one question.

By practicing like you are actually taking the test, you can keep this from happening as much.

If you find yourself spacing out, you **can** take control:

- If you notice yourself zoning out, **shift your concentration**.
- If you have trouble with a question or if a document is putting you to sleep, **Mark and Move to the next one**.
- If you can't focus on the information in the document, **start underlining** or **write down key phrases**.
- If you struggle to understand what the memo or instructions are saying, **pretend you're the person the document is addressed to**.

NOTES:

SAMPLE

MEMO

To: All Hygienists and Assistants

From: Michael Reinham, Office Manager

Subject: New Room Assignments

We will be changing our system of assigning rooms to each dental hygienist. Each hygienist will no longer have a designated room. Instead, rooms will be assigned front to back according to the work schedule. The first shifts will be in the front rooms, the later shifts will be in the back rooms, etc.

Beginning June 1, your work schedule will include your assigned patient room. The last day of your workweek prior to this date, confirm that your currently designated room is clean and fully equipped for the new hygienist who will be using the room on Monday. You will receive an inventory sheet so you can ensure that your room has all necessary tools and supplies.

Please notify me if you are missing any tools or are low on supplies. When we switch to the new system, it will be your responsibility to make sure your room is fully stocked for the next hygienist who is coming after you. When a tool wears out, breaks, or goes missing, notify me immediately so that I can make a purchase order.

1. According to the memo, who must be notified about any tools that wear out, break, or go missing?

- **A.** All hygienists and assistants
- **B.** The office manager
- **C.** The new hygienist
- **D.** The cleaning staff
- **E.** The dentist

2. As it is used in the second paragraph, **ensure that** means:

- **A.** deliver to.
- **B.** record.
- **C.** protect.
- **D.** determine.
- **E.** make sure.

SAMPLE

Frontstage Industries

6189 S Wilcox Drive
New Orleans, LA

To: All Employees

Fr: Marcus Rosenbaum, President

Re: Holiday Bonus

Congratulations to everyone on another profitable year in Frontstage Industries. Our sales have surpassed our initial goals for the fiscal year, and I expect we will double our sales in the next quarter.

Everyone has worked hard to meet these ambitious goals and deserves a reward. In the following pay period, we will be adding a bonus at the rate of one additional paycheck to your wages. This bonus check will not reflect any overtime you incur in the same pay period. If you have scheduled time off or take leave in the next pay period, you will receive a bonus check worth the value of your standard two-week hours according to your contract.

3. According to the memo, who will receive a holiday bonus check?

A. The company president

B. The office managers

C. All employees

D. All employees, except employees taking scheduled time off

E. All employees, except those who work overtime

4. According to the memo, what does the president of Frontstage Industries expect to happen in the next sales quarter after the holidays?

A. Sales will decrease by half.

B. Sales will decrease slightly.

C. Sales will remain the same.

D. Sales will increase slightly.

E. Sales will double.

SAMPLE

To: Processing Staff
From: Supervisor
RE: REMINDERS FOR PACKAGING DISPOSAL

When disposing of empty packages, please break each box down completely. Flatten and stack them together before throwing in the dumpster. Last Thursday there was an overflow of empty boxes and a separate pile of still-structured boxes beside it. The waste management crew only collected what was in the dumpster and now it is already half full. This reduces our ability to have a sanitized workplace as well as a clean parking lot. Use the box cutters located in your workstation tool kit to break down the boxes. Put the boxes in horizontally (not up and down) so that they take up less room in the dumpster.

Plastic packaging material should be cut to release any air and crumpled tightly. Styrofoam packaging should go into the designated bins located at every workstation. Do not put these with the rest of the trash. Paper packaging material is better placed in the recycling bin next to the dumpster, but if this is full, then put them in the dumpster. Floors must be swept at the end of every day to remove excess dust and debris.

5. According to the memo, what is the proper disposal method for boxes?

A. Flatten and stack them together next to the dumpster.

B. Cut the boxes into small pieces with box cutters and throw in the recycle bin.

C. Put the still-structured boxes in the dumpster.

D. Flatten and stack them together horizontally inside the dumpster.

E. Flatten and stack them together vertically inside the dumpster.

6. According to the memo, why does the supervisor request that the processing staff fold boxes and release the air from plastic packaging?

A. The waste management crew will not pick up garbage that does not fit inside the dumpster or the recycling bin.

B. The waste management crew will not pick up garbage that does not fit inside regulation-size plastic garbage bags.

C. The waste management crew will only pick up items next to the dumpster if they have been folded and the air has been removed from them.

D. The waste management crew will not sweep the floors until this is done.

E. The waste management crew will not pick up the garbage unless all paper packaging material is placed in the recycling bin only.

SAMPLE

DOUGLAS AUTOMOTIVE FACTORY

To: Manufacturing Floor Staff

Beginning June 1, the Douglas Automotive Factory will offer tours to the public. This reference sheet will help you answer questions that visitors may ask about the manufacturing process.

Frequently Asked Questions (FAQ):

Q: How are automobiles manufactured?

A: Each vehicle passes through three stations: Body Shop, Paint Shop, and General Assembly. In Body Shop, the vehicle body is made by welding together sheet metal of various sizes. In Paint Shop, six separate coats of paint and sealant are applied to the vehicle. After drying, the vehicle moves to General Assembly, where electrical wiring is installed, fluids are added, and all other interiors—seats, carpet and leather, airbags, windows, and engine components—are installed inside the vehicle. Each vehicle is composed of over 8,000 separate parts.

Q: How long does it take to produce one automobile?

A: The average vehicle takes 28 hours to complete the manufacturing process. One vehicle spends 8 hours in Body Shop, 12 hours in Paint Shop, and 8 hours in General Assembly. 1,400 vehicles are produced daily. On average, 200,000 vehicles are produced each year.

Q: How many people does it take to build one automobile?

A: The Douglas Automotive Factory employs 7,000 team members. On one vehicle, 400 team members participate in producing the body, 200 oversee and inspect the painting process, and 350 finalize the general assembly.

Q: What is the process in Paint Shop?

A: Each vehicle receives six separate coats: two protective corrosion coats, sealant, primer, a basecoat, and a clear coat. The clear coat is applied everywhere, even underneath the vehicle, and acts as a protective shield for the vehicle. After each coat, the vehicle goes through a heated oven. Depending on the coat that is being applied, the oven temperature is as low as 80°C and as high as 180°C. Paint Shop produces one finished vehicle every 90 seconds and 40 units every hour.

Q: Can we take pictures of the manufacturing process?

A: No pictures or video recordings are allowed on the factory floor. Cell phones must be stored away and cannot be in use during the tour.

SAMPLE

7. You are guiding a tour of the Douglas Automotive Factory. During the tour of the Paint Shop, a visitor texting on his smartphone asks you how many coats are applied to each vehicle. What should you tell him?

A. Each vehicle receives six coats of paint, and you can video the entire process in 90 seconds.

B. Each vehicle receives two coats of paint, and you can video the entire process in 90 seconds.

C. Each vehicle receives six coats of paint, and cellphones must be put away during the tour.

D. Each vehicle receives two coats of paint, and cellphones must be put away during the tour.

E. The clear coat is applied everywhere, even underneath the vehicle, and acts as a protective shield for the vehicle.

8. According to the FAQ sheet, the most time-consuming part of the automobile manufacturing process is:

A. installing interior carpet and leather.

B. installing engine components.

C. assembling the automobile.

D. welding together the automobile body.

E. painting the automobile.

SAMPLE

Piedmont Junior High School

Special Assembly Schedule Notice

In the event of a special assembly, the regular schedule will change so that the school day can end at its normal time of 2:35 p.m. Most special assemblies (pep rally, guest speaker, etc.) will last 45-60 minutes. The class period in which the special assembly begins is finished at the time of dismissal to the assembly. Students should not leave their backpacks in the classroom and teachers should expect to finish their lessons within the shortened period. After the special assembly, the front office will make an announcement either in the assembly or on the P.A. system to inform all faculty, staff, and students which period is next and at what time the tardy bell will ring.

If the special assembly occurs during 1st period, all following periods will last 40 minutes, instead of the usual 45 minutes. Bells will ring according to this shortened schedule. If the special assembly occurs between 2nd and 6th period, then all periods that follow will last 38 minutes and bells will ring accordingly. If the special assembly takes place in 7th or 8th period, then both periods will last 25 minutes. The front office will make an announcement at the beginning of 7th period to remind teachers and students of the shortened schedule for these two periods.

SAMPLE

9. You are a teacher's assistant at Piedmont Junior High School. A special assembly will begin during 3rd period today. According to the notice, the schedule for the rest of the day will be that:

A. after the special assembly, students will return to 3rd period. For the rest of the day, classes will be 38 minutes long, and the bells will ring accordingly.

B. after the special assembly, students will return to 3rd period. For the rest of the day, classes will be 40 minutes long even though the bells will remain on their regular schedule.

C. after the special assembly, students will go to 4th period. For the rest of the day, classes will be 40 minutes long, and the bells will ring accordingly.

D. after the special assembly, students will go to 4th period. For the rest of the day, classes will be 38 minutes long, and the bells will ring accordingly.

E. after the special assembly, students will go to 4th period. For the rest of the day, classes will be 38 minutes long even though the bells will remain on their regular schedule.

10. You are a substitute teacher at Piedmont Junior High School. Students in your 1st period class are being dismissed to go to the assembly. What should you tell them?

A. Take your backpacks with you. After the assembly, return to 1st period, and we will continue the lesson.

B. Leave your backpacks in the classroom. After the assembly, return to 1st period to collect your backpacks before going to your next class period.

C. Take your backpacks with you. After the assembly, listen to the announcements to determine which class period is next.

D. Leave your backpacks in the classroom. After the assembly, return to 1st period, and we will continue the lesson.

E. Take your backpacks with you. After the assembly, go to your 2nd period class.

SAMPLE

To take a blood sample:

1. Wash your hands thoroughly for 30 seconds using soap and water. Dry hands with single-use paper towels. Apply non-sterile gloves.
2. Ask the patient to identify their name and confirm it matches the name on the Samples Form.
3. Choose a site on patient's forearm for the injection. The vein should be distinct, straight, and clearly visible.
4. Apply a tourniquet 4 finger widths above the puncture site.
5. Ask patient to form a fist. Disinfect site using 70% isopropyl alcohol.
6. Stabilize the vein by firmly holding the patient's arm and pressing a thumb BELOW the puncture site.
7. Using a needle with sample tube attached, swiftly enter the vein at a 20-degree angle.
8. Once an adequate sample is obtained, release the tourniquet BEFORE removing the needle.
9. Apply a clean gauze to the puncture site with slight pressure. Tape or wrap the gauze to secure it in place.
10. Dispose needle in designated sharps container. Dispose gloves in designated infectious waste bin.

11. Based on these instructions, you should ask the patient to form a fist after:

A. applying the tourniquet.
B. stabilizing the vein.
C. releasing the tourniquet.
D. entering the vein.
E. applying a clean gauze.

12. You are obtaining a blood sample from a patient. Based on these instructions, you should release the tourniquet after:

A. removing the needle.
B. obtaining an adequate sample.
C. disinfecting the site with 70% isopropyl alcohol.
D. entering the vein at a 20-degree angle.
E. applying a clean gauze.

SAMPLE

STOP! END OF TEST.
YOU MAY GO BACK AND CHECK YOUR WORK.

FINDING DETAILS

Missing one small detail might be all that it takes to get fired from a well-paying job.

Paying attention to an important detail might be the key to a promotion and better pay.

The word d*etail* means individual facts or features. Details are the small parts that make up the larger whole. Here's an example sentence: *He is still working out the details of his master plan.*

People who aren't aware of details often stumble through life, unaware of exactly why they keep losing jobs and having trouble.

In this chapter, you will practice finding important details in notes or instructions.

Give an example of a time when you paid careful attention to details. What was the end result?

NOTES:

SAMPLE

Building a Parking Lot

Look at these instructions for mixing concrete. Imagine that you are working in construction. Your company is building a parking lot, and it's your first day on the job. If you can follow instructions well, your supervisor might notice you and give you a promotion. If you mess up the instructions too badly, your first day on the job may also be your last!

When you read instructions, try to imagine yourself taking the steps that are described. That way, you'll realize if something is confusing or if there is something you don't understand.

Here are the instructions your supervisor provided:

> TO MIX THE CEMENT FOR THE PARKING LOT:
>
> 1. EMPTY THE MIX INTO A MORTAR TUB OR WHEELBARROW AND DIG OUT A SMALL HOLE IN THE MIDDLE OF THE MIX.
> 2. MEASURE THE RECOMMENDED WATER AMOUNT. (EACH 80-POUND BAG OF CONCRETE MIX WILL REQUIRE ABOUT 3 QUARTS OF WATER.)
> 3. POUR HALF OF THE WATER INTO THE HOLE IN THE MIDDLE OF THE MIX.
> 4. WORK THE MIX WITH A HOE, GRADUALLY ADDING THE REST OF THE WATER UNTIL THE CONCRETE IS READY. PROPERLY MIXED CONCRETE SHOULD LOOK LIKE THICK OATMEAL AND HOLD ITS SHAPE WHEN SQUEEZED IN A GLOVED HAND.

1. Based on these instructions, you should first pour the water into the:

- **A.** empty wheelbarrow.
- **B.** hole in the mix.
- **C.** oatmeal.
- **D.** parking lot.
- **E.** 80-pound bag.

If the question says *based on these instructions*, your job is to find the information in the instructions, not apply information you may have learned elsewhere. Even if you have experience pouring concrete, you should look in the instructions for the answer. Your experiences may not match the instructions. Choose your answer based on the instructions given.

Find the detail being discussed in the question, and then find the same detail in the passage.

1. Based on these instructions, you should first pour the water *into the...*

SAMPLE

The main detail is *pour the water*. Find where *pour the water* appears in the instructions.

> TO MIX THE CEMENT FOR THE PARKING LOT:
>
> 1. EMPTY THE MIX INTO A MORTAR TUB OR WHEELBARROW AND DIG OUT A SMALL HOLE IN THE MIDDLE OF THE MIX.
> 2. MEASURE THE RECOMMENDED WATER AMOUNT. (EACH 80-POUND BAG OF CONCRETE MIX WILL REQUIRE ABOUT 3 QUARTS OF WATER.)
> 3. POUR HALF OF THE WATER INTO THE HOLE IN THE MIDDLE OF THE MIX.
> 4. WORK THE MIX WITH A HOE, GRADUALLY ADDING THE REST OF THE WATER UNTIL THE CONCRETE IS READY. PROPERLY MIXED CONCRETE SHOULD LOOK LIKE THICK OATMEAL AND HOLD ITS SHAPE WHEN SQUEEZED IN A GLOVED HAND.

Instruction #3 discusses pouring the water. Where are you supposed to pour the water?

3. *Pour half of the water into the hole in the middle of the mix.*

What answer choice best matches *into the hole in the middle of the mix*?

A. empty wheelbarrow.
B. **hole in the mix.**
C. oatmeal.
D. parking lot.
E. 80-pound bag.

Choice B is the best fit.

Now try a slightly more complicated question about these instructions.

> TO MIX THE CEMENT FOR THE PARKING LOT:
>
> 1. EMPTY THE MIX INTO A MORTAR TUB OR WHEELBARROW AND DIG OUT A SMALL HOLE IN THE MIDDLE OF THE MIX.
> 2. MEASURE THE RECOMMENDED WATER AMOUNT. (EACH 80-POUND BAG OF CONCRETE MIX WILL REQUIRE ABOUT 3 QUARTS OF WATER.)
> 3. POUR HALF OF THE WATER INTO THE HOLE IN THE MIDDLE OF THE MIX.
> 4. WORK THE MIX WITH A HOE, GRADUALLY ADDING THE REST OF THE WATER UNTIL THE CONCRETE IS READY. PROPERLY MIXED CONCRETE SHOULD LOOK LIKE THICK OATMEAL AND HOLD ITS SHAPE WHEN SQUEEZED IN A GLOVED HAND.

SAMPLE

2. Based on these instructions, you should pour the mix into the:

A. water.
B. hole.
C. parking lot.
D. wheelbarrow.
E. glove.

First, look for the main detail being discussed in the question.

2. Based on these instructions, you should pour the mix into the...

You're looking for what it says to pour the mix into. In this question, the exact words from the question aren't used in the passage. It tells you where to pour the water, but it doesn't use the word *pour* when discussing the mix. There is a sentence, though, that says almost the same thing as *pour the mix*.

> TO MIX THE CEMENT FOR THE PARKING LOT:
>
> 1. EMPTY THE MIX INTO A MORTAR TUB OR WHEELBARROW AND DIG OUT A SMALL HOLE IN THE MIDDLE OF THE MIX.
> 2. MEASURE THE RECOMMENDED WATER AMOUNT. (EACH 80-POUND BAG OF CONCRETE MIX WILL REQUIRE ABOUT 3 QUARTS OF WATER.)
> 3. POUR HALF OF THE WATER INTO THE HOLE IN THE MIDDLE OF THE MIX.
> 4. WORK THE MIX WITH A HOE, GRADUALLY ADDING THE REST OF THE WATER UNTIL THE CONCRETE IS READY. PROPERLY MIXED CONCRETE SHOULD LOOK LIKE THICK OATMEAL AND HOLD ITS SHAPE WHEN SQUEEZED IN A GLOVED HAND.

While *empty the mix into a mortar tub or wheelbarrow* doesn't use exactly the same words, it still answers the question. If you are emptying the mix into the mortar tub or wheelbarrow, you are probably pouring it.

Which answer choice best fits this sentence?

A. water.
B. hole.
C. parking lot.
D. **wheelbarrow.**
E. glove.

Choice D is the best fit.

SAMPLE

By the way, the first instruction mentions a mortar tub. This is a big tub or container that you can use for mixing concrete. If you run across a word that you don't understand, don't panic! It's probably a special word specific to the work being discussed in the question. If it's important for a question, it will be defined in the instructions. Don't let it confuse you. In these questions, you don't need to know what a mortar tub is to get the answers right.

The word *or* after *mortar tub* tells you that the word that comes next is an acceptable alternative to a mortar tub.

1. *Empty the mix into a* ***mortar tub or wheelbarrow*** *and dig out a small hole in the middle of the mix.*

If you need to figure out what a mortar tub is, the word *or* tells you that it can't be much different from a wheelbarrow. Both can hold concrete for mixing.

What are the two most important steps for answering a question that asks you to find a detail?

SAMPLE

Reading for Information Mini-Test Explanations

MINI-TEST ONE

1. **The correct answer is B.** The memo indicates it was sent by Michael Reinham, the office manager, as found at the top of the memo next to the word *from*. The last paragraph says to notify *me* if any tools are missing. The word *me* refers to the writer of the memo, so choice B is the correct answer.

2. **The correct answer is E**. The second paragraph of the memo gives instructions on leaving the room fully stocked with supplies. If you plug in the answer choices where the phrase *ensure that* appears in this context, only choice E makes logical sense.

3. **The correct answer is C.** The memo indicates it was sent to all employees, as found at the top of the memo next to the word *to*. The last paragraph says that *everyone has worked hard* and *deserves a reward*: a bonus equal to one additional paycheck. It is clear all employees are receiving a holiday bonus, so the best answer is C.

4. **The correct answer is E.** The first paragraph of the memo says that the writer, President Marcus Rosenbaum, expects sales to double in the next quarter.

5. **The correct answer is D.** The first two sentences of the memo ask that the staff flatten each box and stack them in the dumpster. However, answer choices A, D, and E all include this instruction. Later in the first paragraph, staff is instructed to stack the boxes *horizontally* in the dumpster, making choice D the correct answer.

6. **The correct answer is A.** All the instructions are given to ensure that the garbage takes up as little space as possible and fits in the dumpster because on the previous day, *the waste management crew only collected what was in the dumpster*. Trash that was not in the dumpster, because of poor package disposal, was left behind and caused problems with sanitation conditions.

7. **The correct answer is C.** The answer to the fourth question in the memo says *each vehicle receives six separate coats*. The answer to the last question says that cellphones must not be used during the tour, so you should also direct the visitor to put his phone away.

8. **The correct answer is E.** The answer to the second question says a *vehicle spends 8 hours in Body Shop, 12 hours in Paint Shop, and 8 hours in General Assembly*. The longest time given is 12 hours, and it is associated with where the automobile is painted.

9. **The correct answer is D.** The second paragraph of the notice states that if an assembly occurs between 2nd and 6th period, all following classes will be 38 minutes each and the *bells will ring accordingly*. Since 3rd period falls within this range, this class period length applies here. Only choices and A and D include this time length and the detail that the bells will ring according to the new scheduled times. Furthermore, the first paragraph states that *the class period in which the special assembly begins is finished at the time of dismissal to the assembly*. This means that if the assembly begins during 3rd period, this period is over at the end of the assembly. Students would, therefore, not proceed to 3rd period, so choice A can be eliminated, leaving choice D as the correct answer.

SAMPLE

10. **The correct answer is C.** The first paragraph of the notice states that when the assembly begins, *students should not leave their backpacks in the classroom*. This is correctly indicated in choices A, C, and E. It also says that after the assembly, there will be an announcement about which period is next. Before the assembly has begun, you cannot tell students which period they will move to next. Choice C, which says to instruct students to listen for the announcement, is correct.

11. **The correct answer is A.** Step 5 instructs you to ask the patient to form a fist. The step that immediately precedes this is applying a tourniquet.

12. **The correct answer is B**. Step 8 includes the instruction to release the tourniquet. The statement immediately preceding this says to only do so after *an adequate sample is obtained*.

MINI-TEST TWO

13. **The correct answer is B.** Choice A is incorrect because Grayson Bosch is only mentioned as the CEO writing the memo. The memo does not mention a registration team at the hotel or making eating arrangements with the volunteer drivers, so choices C and D are incorrect. Choice E is incorrect because you should only speak with your supervisor if you can't attend the seminar.

14. **The correct answer is D.** The memo does not mention future seminars or coworkers explaining others' absences, so choices A and E are incorrect. Choices B and C are incorrect because you should only talk to Patricia Carmello and Johnathon Savoie if you want lunch at the seminar. The last sentence says to *alert your supervisor as soon as possible of any issue that would prevent you from attending the seminar*, so choice D is correct.

15. **The correct answer is C.** The last sentence of the email explains that if you select the wrong system, you should restart your computer.

16. **The correct answer is A.** The word *domain* appears in the sentence about logging in with an email. If you plug in the answer choices in this context, *an organization* makes the most logical sense.

17. **The correct answer is A.** Choices B, D, and E are incorrect because the last sentence in the memo emphasizes that the file *should only contain original documents*, not copies. Choice C is incorrect because the last paragraph explains that when you are done, you should return the file to the REFILE bin so the Accounts Support staff can put it back.

18. **The correct answer is C.** Choices A, D, and E are incorrect because the memo does not say you should look for the file yourself. Choice B is incorrect because your meeting is in an hour and a half, and if it takes Account Support 3 hours to bring you the file, you may not receive it in time. The memo from Accounts Support says in the third paragraph that if you need a client file, *ask one of our staff to locate the file*, so choice C is correct.

19. **The correct answer is C.** The second paragraph of the plan specifies how often different people can receive a basic cleaning. The key is to search for *under 50 years old* and *does not have specialty orthodontics*. The plan indicates this type of person is covered for routine cleanings once in a 6-month period. The other choices refer to different services or different member qualities, such as one who is under 18 or over 50 or who has specialty orthodontics.

20. **The correct answer is D.** Tooth whitening is discussed in the third paragraph. The plan says this benefit *is available once in a 36-month period*. Because the member had a tooth whitening procedure 24 months ago, he is not yet eligible to have this procedure covered by the dental plan.

SAMPLE

SAMPLE

Chapter 4

Locating Information

SAMPLE

Introduction to Locating Information

The Locating Information test is a multiple-choice test that measures your ability to find, understand, and apply information found in workplace graphics to complete a job or task. The test consists of **38 questions**. If you take the written test, you will have **45 minutes** to answer the questions. If you take the computer-based test, you will have **55 minutes**. This section contains the most frequently tested skills on the Locating Information test:

- Finding Information
- Summarizing and Comparing
- Drawing Conclusions
- Applying Information
- Making Decisions and Predictions

NOTES:

SAMPLE

Pace Yourself

The key to doing well on the Locating Information test is to remember how many questions you need to answer correctly to reach your goal score.

What is your goal score for the Locating Information test? _____

How many questions do you need to answer correctly to get this score? _____

Refer to page 11 for the breakdown of correct questions and NCRC scores.

The workplace graphics in the beginning of the test tend to be shorter and easier to understand. In the back of the test, these graphics are longer and more complex. Many times you have to use more than one table or diagram to answer the question. Try to move more quickly through the first half of the test so that you have time to work on the more difficult questions at the end. You don't want to leave blank answers because you spent too much time on the easier questions.

- Aim to answer the first 20 questions within the first 20 minutes.
- Then you'll have 25 minutes to answer the last 18 questions.

Note: The times given are based on the 45-minute written test.

The best strategy to use on the Locating Information test is to first quickly **skim** the charts and figures to get a grasp of what information they contain. Then, answer the questions. Find any important key words in the question that will tell you exactly what information to **scan** for in the graphics.

One way you can move more quickly is to become familiar with the types of workplace graphics Locating Information uses. These are all the types you'll see on a test, in order of the most frequent:

- Tables: a data representation that displays information, usually numerical, in rows and columns
- Graphs: a data representation that shows the relationship between two or more variables, typically using lines or bars
- Forms: a document with information prompts completed by the person filling it out
- Charts: a written record of patient information
- Diagrams: a simplified drawing showing the appearance or workings of something
- Maps and blueprints: a schematic representation of an area of land, design plan, or technical drawing

SAMPLE

Connect the Dots

If you get bogged down on the more complex questions in this section, a great first step to take is to Connect the Dots.

When you read a question, find the terms that the question focuses on. This may be a specific date, a category, or a technical word. Sometimes, the bigger, more unfamiliar words are a good option to use here. Next, search the graphs and diagrams for those same words.

When you get stuck, connecting the terms from the question to the terms in the figures can help you make sense of the question and the data, enabling you to better approach the question.

If you find yourself stuck on a Locating Information question, you **can** take control:

- If you start to freeze, **choose the important words or terms in the question**.
- Once you've determined the important words, **scan the figures for the same words**.
- It is likely that the parts of the charts and graphs where the terms appear also contain the information needed to answer the question. From here, **look around for information that may help you answer the question**.
- If you cannot make progress on the question or if a document is so confusing it brings you to a halt, **Mark and Move to the next one**.

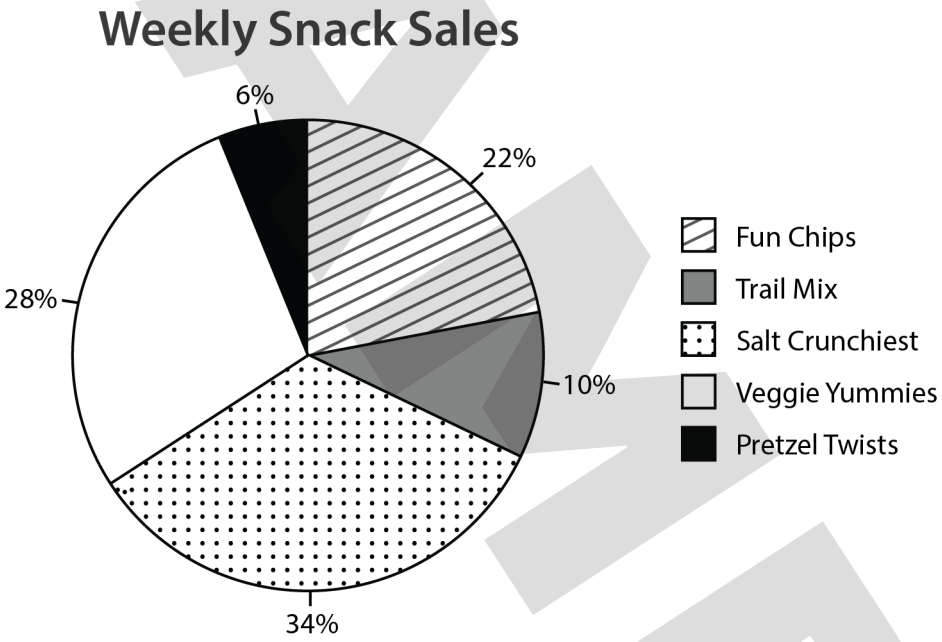
NOTES:

SAMPLE

Locating Information - Mini-Test One

1. You manage a convenience store. Every week, you use a circle graph to track snack sales. Based on this week's graph, which snack brand is the second-lowest selling?

A. Fun Chips
B. Trail Mix
C. Salt Crunchiest
D. Veggie Yummies
E. Pretzel Twists



SAMPLE

2. You are a cashier at a small grocery store. At the end of every shift, you turn in your register with a detailed inventory. According to your inventory, most of the money in your register was from what source?

A. Cash
B. Checks
C. Money Orders
D. Debit/Credit
E. Coupons

Register Inventory

SOURCE	AMOUNT($)
CASH	437.23
CHECK	345.59
MONEY ORDERS	125.00
DEBIT/CREDIT	479.76
COUPONS	54.50
TOTAL	1,442.08

SAMPLE

3. You work as a receptionist at a large law firm. Part of your job is to direct new clients to the correct lawyers. A new client has been injured in an automobile accident not related to her job. Based on the chart below, to which lawyer should you direct the new client?

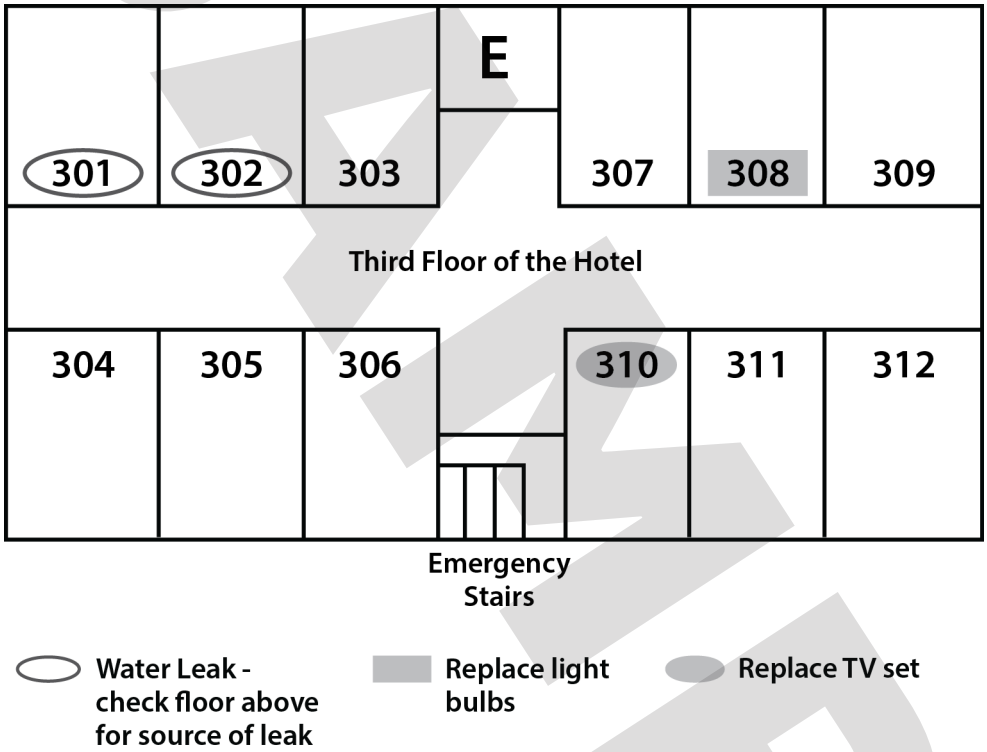
A. Taylor
B. Dupree
C. Johnson
D. Robinson
E. O'Malley

Lawyer	Specialty
Taylor	bankruptcy
Dupree	tax, title, and property
Johnson	worker's compensation
Robinson	personal injury
O'Malley	family law

SAMPLE

4. You are a maintenance technician at a hotel. According to the diagram, what issues need to be addressed on the third floor?

A. Repair leaking showers in rooms 301 and 302.
B. Replace the TV set in room 310.
C. Replace the light bulbs in room 308.
D. B and C are both correct.
E. All of the above



SAMPLE

5. You are a hobbyist who makes hand-carved chess sets. How tall is the king?

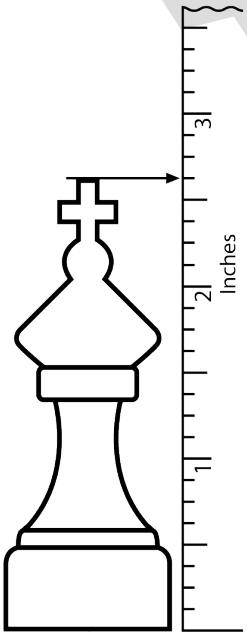
A. $2\frac{1}{4}$ inches

B. $2\frac{3}{8}$ inches

C. $2\frac{1}{2}$ inches

D. $2\frac{5}{8}$ inches

E. $2\frac{3}{4}$ inches



SAMPLE

6. You are a fire marshal inspecting a building. The building has 8 fire extinguishers, 6 fire alarm pull boxes, and 6 fire alarm push bars. Of these, three fire extinguishers and two fire alarm push bars need to be replaced, and one of the fire alarm pull boxes needs to be repaired.

All of this information should be recorded on the inspection form. What information needs to be added to the form?

A. The number of fire push bars that need to be repaired
B. The number of fire pull boxes that need to be repaired
C. The number of fire pull boxes that need to be replaced
D. The total number of fire extinguishers in the building
E. Nothing needs to be added to the inspection form.

Safety Device	# Total	# Repair	# Replace
Fire Extinguishers	8	0	3
Fire Alarm Pull Boxes	6		0
Fire Alarm Push Bars	6	0	2

SAMPLE

7. You work at an animal clinic. The veterinarian will not be able to meet clinic appointments between 2:00 and 3:30 p.m. Which appointments need to be rescheduled?

A. Baxter and Mittens
B. Mango and Rascal
C. Rascal and Spot
D. Spot only
E. Spot and Pepper

Time	Pet name	Pet type	Owner name
11:20 - 12:00	Baxter	dog	Mindy Minden
12:10 - 12:50	Mittens	cat	Paul Jones
1:00 - 1:40	Mango	sugar glider	Tia Fowler
1:50 - 2:30	Rascal	dog	India Evans
2:40 - 3:20	Spot	cat	Dana Traylor
3:30 - 4:10	Pepper	ferret	Candy Hollis

SAMPLE

8. As the manager of a rock band, you must schedule studio time to make high quality recordings of your band's music. The studio says that you can have the first Friday and the second Saturday of June. According to the calendar shown, on what days will you be recording in the studio?

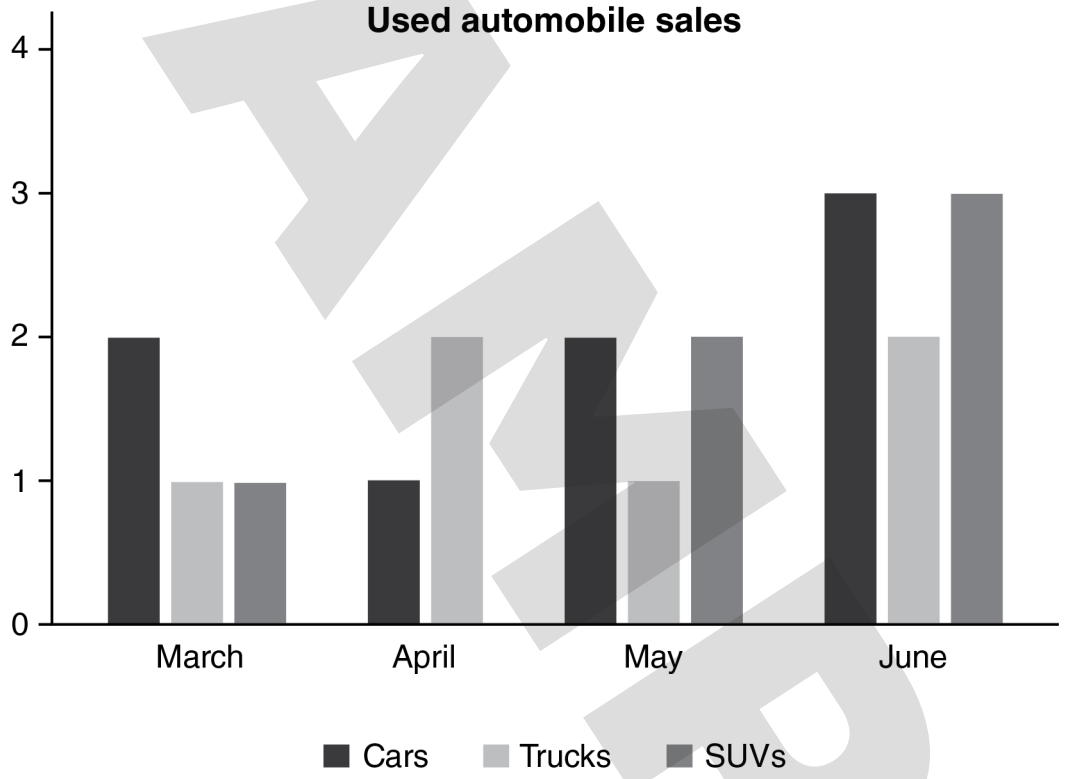
A. Saturday, June 1 and Friday, June 7
B. Friday, June 7 and Saturday, June 8
C. Friday, May 30 and Saturday, June 1
D. Saturday, June 1 and Friday, June 14
E. There is not enough information to determine what days they will be recording.

June						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SAMPLE

9. You sell used automobiles. Each month, you record your sales on a graph. Which months did you sell more than 5 vehicles in all?

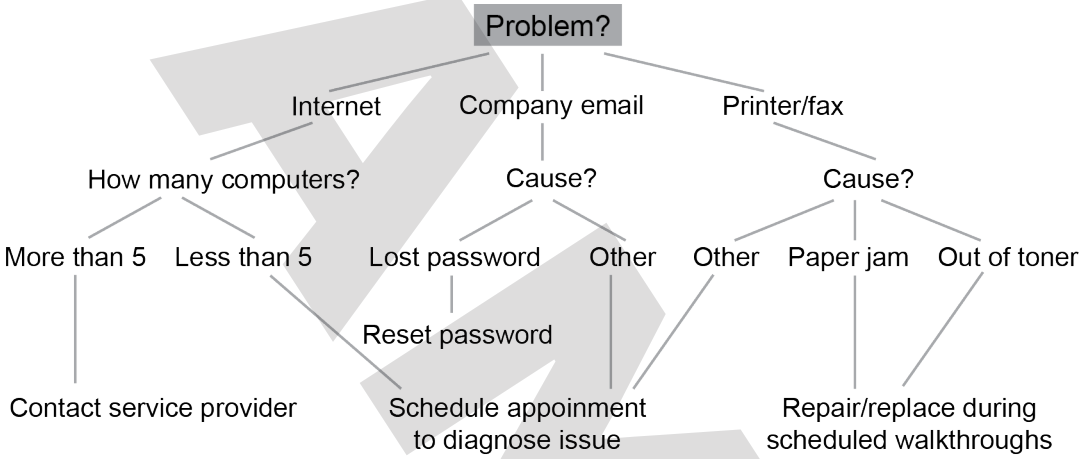
A. March
B. April
C. May
D. June
E. May and June



SAMPLE

10. You work for an online help desk. According to the flow chart, how should you address an internet outage on three computers in the company's art department?

A. Contact the internet service provider.
B. Schedule an appointment to diagnose the issue.
C. Reset all company email passwords.
D. Repair during scheduled walkthrough.
E. Replace during scheduled walkthrough.



SAMPLE

11. You are working at a pizzeria. A customer places the following order: one medium Chicago style pizza with ham, tomato slices, and pineapple, and one large New York style pizza with anchovies and bacon. Using the information below, how should you input the customer's first pizza order into the computer?

A. M Chi H t a
B. M C H P t
C. M Chi H t p
D. M C H T P
E. L NY A B

Pizzeria Order Codes

1
S – small
M – medium
L – large

2
Chi – Chicago style
NY – New York style
Flat – flatbread style

3
A – anchovies
B – bacon
C – chicken
H – ham
HB – hamburger
P – pepperoni
X – no meat

4
a– pineapple
o – olives
t – tomato slices
n – onions
p – peppers
e – cherries
x – no vegetables or fruit

SAMPLE

12. You are a library assistant. It is your job to send reminder letters to library members who have more than 2 unpaid fines. To whom, if anyone, should you send reminder letters?

A. Rachel Jackson and Joe Zeigler
B. Vera Watson and Shaun Morris
C. Joe Zeigler and Louis Lewis
D. Shaun Morris and Rachel Jackson
E. Vera Watson and Louis Lewis

Member ID	Name	Media title	Overdue amount
3242935983	Jackson, Rachel	Glitter! The Musical	4.30
		(Mostly) True Crime	2.10
5784759847	Lewis, Louis	Sailing for Dummies	3.80
		Lost at Sea	3.40
		Treasure Island	4.20
1384978232	Morris, Shaun	Great Leaders of Today	5.50
2993749738	Watson, Vera	Crafting Fun	1.90
		Carpet Cleaning Tips	0.40
		Surviving the Holidays with Martha Lou	0.20
4374982379	Zeigler, Joe	Plumbing Projects	3.10
		So You Need a Contractor	2.30

SAMPLE

STOP! END OF TEST.
YOU MAY GO BACK AND CHECK YOUR WORK.

Reading a Table

In some ways, reading a table can be more straightforward than reading a form. That's because most tables follow certain rules that make them easier to understand. That being said, tables are designed to store a lot of information, so it can be easy to get overwhelmed and have trouble finding what you're looking for.

A *table* is a graphic that shows information organized in rows and columns so as to be easy to read.

Take a look at a sample table:

You run a music store. You decide to track the sales of different genres of music throughout the year.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

This chapter will walk you through the steps of reading this table.

A *row* is all of the information that is presented in a single horizontal line, all the way across.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

SAMPLE

A *column* is all of the information that is presented in a single vertical line, all the way up and down.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

There are almost always *labels* in the first row or the first column. These labels tell you what the data in the rows or columns refer to. In this example table, the first column is labeled *Genre*, so you know that all of the words in the column are examples of musical genres.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

Sometimes, there is a key. The *key* helps you understand the information presented. In this table, the key tells you that the numbers stand for a rating on sales, from *Poor* to *Very Good*.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

SAMPLE

This cell contains data about hip hop sales in the month of February. The sales were rated a 3, which, according to the key, tells you that the hip hop sales in February were good.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

To read a table, first choose the row you need, then go to the column that matches what you are looking for.

Tables can provide a massive amount of information in a small amount of space. They can also be easy to misread, so be careful when you are trying to answer a question that asks you to read a table.

According to the table above, what was the rating for dubstep in December? _____

SAMPLE

Below are a few example questions solved using the chart above.

1. You run a music store. You decide to track the sales of different genres of music throughout the year. According to the chart shown above, which months were the best for the sales of rap music?
   - **A.** March and November
   - **B.** June and August
   - **C.** April and May
   - **D.** August and December
   - **E.** June and September

Focus on what the question is asking you to find.

1. You run a music store. You decide to track the sales of different genres of music throughout the year. According to the chart shown above, which months were the best for the sales of rap music?

Find the row labeled *Rap*.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

Then look for the best ratings. The key says that the higher the number, the better the rating.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

According to the table, only June and September had the highest rating for rap, a 4.

A. March and November
B. June and August
C. April and May
D. August and December
E. **June and September**

Choice E is the best fit.

2. You run a music store. You decide to track the sales of different genres of music throughout the year. According to the chart shown above, which types of music sold best during the month of August?

A. Country and dubstep
B. Pop and dubstep
C. Rap and pop
D. R/B and electronic
E. Rock and hip hop

Focus on what the question is asking you to find.

2. *You run a music store. You decide to track the sales of different genres of music throughout the year. According to the chart shown above, which types of music sold best during the month of August?*

You are looking for the rows that have the highest ratings in the *August* column. First, find the *August* column.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

SAMPLE

Pop and dubstep both have a rating of 4 in August, which is the best rating possible on this table.

A. Country and dubstep
B. **Pop and dubstep**
C. Rap and pop
D. R/B and electronic
E. Rock and hip hop

Choice B is the best fit.

Here is one more example question using this table:

3. You run a music store. You decide to track the sales of different genres of music throughout the year. According to the chart shown above, which month was the worst for the sales of indie music?

A. January
B. February
C. March
D. April
E. May

Focus on what information the question is asking you to locate.

3. *You run a music store. You decide to track the sales of different genres of music throughout the year. According to the chart shown above,* ***which month was the worst for the sales of indie music?***

Your choices are January, February, March, April, or May. Find the *Indie* row.

Genre	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Rock	2	3	3	4	3	4	4	3	3	3	2	2
Pop	3	4	4	4	3	4	3	4	3	3	4	4
Hip Hop	3	3	4	4	3	3	4	3	3	2	2	2
R/B	2	2	3	2	2	3	3	2	1	1	2	1
Country	1	2	2	3	2	2	2	1	2	3	2	1
Rap	2	3	3	2	3	4	3	2	4	3	2	2
Electronic	3	3	4	3	4	3	4	2	4	3	3	4
Dubstep	3	2	3	3	4	3	3	4	2	2	2	4
Indie	2	3	1	3	2	2	2	3	2	2	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

SAMPLE

The lowest rating on the *Indie* row is a 1. It appears in the *March* column.

A. January
B. February
C. **March**
D. April
E. May

Choice C, March, is the best answer.

In the next set of practice questions, you'll have the opportunity to improve your speed and accuracy with reading tables.

Briefly describe the process of reading information from a table.

SAMPLE

1. You work for a textbook design company. You are overseeing several textbooks being produced in various stages. The table below shows a check mark for completed stages for each book, with work on the next stage beginning automatically. For which textbooks has the Editing Final stage been completed?

A. Fundamental Calculus and World Civilizations
B. Abstract Algebra I and Introduction to World History
C. Introduction to World History and World Civilizations
D. Abstract Algebra I and Introduction to Topology
E. Introduction to Topology and Introduction to World History

2. You work for a textbook design company. You are overseeing several textbooks being produced in various stages. The table below shows a check mark for completed stages for each book, with work on the next stage beginning automatically. Which of the following textbooks has not currently completed the Editing 2 stage?

A. Introduction to World History
B. Fundamental Calculus
C. Introduction to Topology
D. Abstract Algebra I
E. World Civilizations

3. You work for a textbook design company. You are overseeing several textbooks being produced in various stages. The table below shows a check mark for completed stages for each book, with work on the next stage beginning automatically. For which of the following textbooks has the Editing Final stage begun but not been completed?

A. Introduction to World History and Fundamental Calculus
B. Fundamental Calculus and Abstract Algebra I
C. Fundamental Calculus and Introduction to Topology
D. World Civilizations and Introduction to Topology
E. World Civilizations and Abstract Algebra I

Textbook	Drafting	Editing	Editing 2	Editing Final
Introduction to World History	✓	✓	✓	✓
Fundamental Calculus	✓	✓	✓	
Introduction to Topology	✓	✓		
Abstract Algebra I	✓	✓	✓	
World Civilizations	✓	✓	✓	✓

SAMPLE

4. You work at a computer repair shop. For each device, your team follows a protocol to verify that the device is working properly. The table below shows a check mark for completed stages of the protocol, with work on the next stage beginning automatically. Which devices are currently being repaired?

A. PC 2 and Laptop 3
B. PC 1 and Tablet 1
C. PC 2 and Tablet 2
D. Laptop 1 and PC 1
E. PC 3 and Laptop 1

5. You work at a computer repair shop. For each device, your team follows a protocol to verify that the device is working properly. The table below shows a check mark for completed stages of the protocol, with work on the next stage beginning automatically. Which of the following devices has begun the check stage of the protocol but not completed it?

A. PC 1
B. PC 2
C. PC 3
D. Laptop 3
E. Tablet 1

6. You work at a computer repair shop. For each device, your team follows a protocol to verify that the device is working properly. The table below shows a check mark for completed stages of the protocol, with work on the next stage beginning automatically. Which of the following devices has completed the check stage of the protocol?

A. PC 1
B. PC 2
C. PC 3
D. Laptop 1
E. Laptop 2

Device	Diagnose	Repair	Check
PC 1	✓	✓	
PC 2	✓	✓	✓
PC 3	✓		
Laptop 1	✓		
Laptop 2	✓	✓	
Laptop 3	✓	✓	✓
Tablet 1	✓	✓	✓
Tablet 2	✓	✓	

SAMPLE

7. You work at a candy store. You take inventory of the types of candy sold throughout the year. According to the chart shown below, which months were the poorest for the sales of chocolate bars?

A. April and July
B. March and May
C. January and February
D. May and June
E. August and December

8. You work at a candy store. You take inventory of the types of candy sold throughout the year. According to the chart shown below, which months were the poorest for the sales of chocolate cherries?

A. February and April
B. March and June
C. January and July
D. August and September
E. October and November

9. You work at a candy store. You take inventory of the types of candy sold throughout the year. According to the chart shown below, which months were the best for the sales of pixie sticks?

A. August and December
B. March and May
C. January and July
D. February and May
E. March and September

Candy	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Chocolate Bar	1	1	2	2	3	4	4	3	2	4	3	4
Taffy	1	2	2	3	3	4	3	3	3	4	2	3
Bubble Gum	2	2	2	3	3	3	3	4	3	3	1	2
Lemon Drops	4	2	4	3	2	3	3	4	1	3	1	2
Caramel	3	4	1	4	3	4	3	3	4	4	3	3
Candy Apple	1	4	3	2	2	2	2	2	2	4	2	4
Cake Pops	2	2	2	3	3	2	3	4	3	3	2	4
Pixie Sticks	3	2	4	1	4	2	2	1	1	2	1	3
Chocolate Cherries	4	1	3	1	2	2	2	3	2	3	2	2
Liquorice	3	2	4	3	4	2	2	4	3	3	1	2
Lollipops	3	2	2	1	2	3	3	3	2	4	3	3

Key:

1 = Poor	2 = Fair	3 = Good	4 = Very Good

SAMPLE

10. You are starting a business, for which you need a business loan. The table below shows the various business loans your bank may be willing to finance. According to the table below, which of the following will be your monthly payment if you are granted a $30,000 loan with 12% interest?

A. $264
B. $335
C. $430
D. $502
E. $574

11. You are starting a business, for which you need a business loan. The table below shows the various business loans your bank may be willing to finance. According to the table below, which of the following will be your monthly payment if you are granted a $40,000 loan with 16% interest?

A. $132
B. $396
C. $502
D. $670
E. $721

12. You are starting a business, for which you need a business loan. The table below shows the various business loans your bank may be willing to finance. According to the table below, which of the following will be your monthly payment if you are granted a $20,000 loan with 20% interest?

A. $193
B. $286
C. $387
D. $541
E. $574

10-YEAR BUSINESS LOANS

LOAN AMOUNT	MONTHLY PAYMENT BASED ON INTEREST RATE					
	10%	12%	14%	16%	18%	20%
$10,000	$132	$143	$155	$167	$180	193
$20,000	$264	$286	$310	$335	$360	387
$30,000	$396	$430	$456	$502	$541	578
$40,000	$528	$574	$621	$670	$721	773

SAMPLE

13. You are buying a new car, for which you will be taking out a car loan. The table below shows the various financing options for the different vehicles you are considering. According to the table below, which of the following will be your monthly payment if you decide to buy a $20,000 car with 5% interest?

A. $359
B. $376
C. $377
D. $396
E. $406

14. You are buying a new car, for which you will be taking out a car loan. The table below shows the various financing options for the different vehicles you are considering. According to the table below, which of the following will be your monthly payment if you decide to buy a $19,000 car with 6% interest?

A. $324
B. $339
C. $341
D. $350
E. $367

15. You are buying a new car, for which you will be taking out a car loan. The table below shows the various financing options for the different vehicles you are considering. According to the table below, which of the following will be your monthly payment if you decide to buy a $21,000 car with 3% interest?

A. $331
B. $377
C. $396
D. $406
E. $416

5-YEAR CAR LOANS

COST OF NEW CAR	MONTHLY PAYMENT BASED ON FINANCING OPTIONS (INTEREST RATES)				
	3%	4%	5%	6%	7%
$18,000	$324	$331	$339	$348	$356
$19,000	$341	$350	$359	$367	$376
$20,000	$359	$368	$377	$387	$396
$21,000	$377	$387	$396	$406	$416

SAMPLE

16. You work for a home supply store and are ordering parts for piping. According to the part order form below, how many plastic T-Style parts were ordered?

A. 13
B. 90
C. 130
D. 160
E. 210

17. You work for a home supply store and are ordering parts for piping. According to the part order form below, how many metal Straight Style parts were ordered?

A. 13
B. 90
C. 130
D. 160
E. 210

18. You work for a home supply store and are ordering parts for piping. According to the part order form below, how many metal Bent Style parts were ordered?

A. 13
B. 90
C. 130
D. 160
E. 210

Home Supply

Pipe Part Order Form

Store Number: #0027010189
Store Phone: #1-880-555-0224
Store Agents: James Roy
Date of Order: 08/12/2013

Part #	Style	Type	Quantity
0013		plastic	130
0097		metal	160
0018		plastic	210
0108		metal	90

Pipe Part Key:

Bent Style

T-Style

Straight Style

SAMPLE

Answer Key

1. The answer is C.
2. The answer is C.
3. The answer is B.
4. The answer is E.
5. The answer is A.
6. The answer is B.
7. The answer is C.
8. The answer is A.
9. The answer is B.
10. The answer is C.
11. The answer is D.
12. The answer is C.
13. The answer is C.
14. The answer is E.
15. The answer is B.
16. The answer is E.
17. The answer is B.
18. The answer is D.

SAMPLE

Locating Information Mini-Test Explanations

MINI-TEST ONE

1. **The correct answer is B.** Locate the smallest number on the graph. Then find the next highest number. Trail Mix, 10%, is second-lowest selling. Only Pretzel Twists, 6%, sold less.

2. **The correct answer is D.** The greatest amount shown on the register inventory is $479.76. The chart shows this amount next to the Debit/Credit source.

3. **The correct answer is D.** Bankruptcy, tax, title, property, and family law are not relevant to an injury claim, leaving worker's compensation and personal injury as options. The client was injured in an accident but not at work. Since this is not a work-related claim, Robinson, the personal injury lawyer, is the best choice.

4. **The correct answer is D.** The key indicates that an empty oval means a leak is coming from the floor above, not the floor depicted in the diagram. Choices A and E are incorrect because the diagram shows a leak is coming from the fourth floor, not from the showers in rooms 301 and 302. The shaded rectangle over room 308 indicates the lightbulbs need replacing, and the shaded oval over room 310 means the TV set needs replacing. Since both of these are true, choice D is the correct answer.

5. **The correct answer is D.** Each mark on the inch ruler is $\frac{1}{8}$ of an inch. The top of the chess piece is five marks above the 2-inch line. Therefore, the king is 2 inches plus five marks out of eight, or $2\ \frac{5}{8}$ inches tall.

6. **The correct answer is B.** Every cell in the table has a number except Fire Alarm Pull Boxes under Repairs, which is missing a 1.

7. **The correct answer is C.** Most of Rascal's appointment and all of Spot's appointment fall between 2:00 and 3:30 p.m., so they will need to be rescheduled.

8. **The correct answer is B.** The first Friday in June is the 7th. The second Saturday in June is the 8th.

9. **The correct answer is D.** Use the bar graph to determine how many of each type of automobile was sold. Add the numbers for each month to find which month totaled over 5. June is the only month in which you sold more than 5 vehicles.

   3 cars + 2 trucks + 3 SUVs = 8 total automobiles

10. **The correct answer is B.** First, locate the internet section under the possible problem types. Since this problem affects 3 computers, follow the instructions for less than 5 computers. You should set up an appointment to diagnose the problem.

11. **The correct answer is A.** The order is for a *M* (medium) *Chi* (Chicago style) pizza with *H* (ham), *t* (tomato slices), and *a* (pineapple) toppings.

SAMPLE

12. **The correct answer is E.** You should send reminder letters to Vera Watson and Louis Lewis because they both have three unpaid fines.

MINI-TEST TWO

13. **The correct answer is D.** Rolling Rocks and Fresh Springs are the only two that are advanced level trails approximately 30 miles long. Bear's Den is advanced, but the trail isn't long enough for a 30-mile hike. Fern Shade is a beginner trail and Scorched Earth is an expert trail, so neither is a suitable choice. The information about water sources and purifying drink water are extraneous information.

14. **The correct answer is D.** The solid line represents this year's sales. From May to August, it is consistently higher than the dotted line, or last year's sales. You can conclude that *this year, more sales were made during the summer months*.

15. **The correct answer is A.** Find the cost of both rates available for 1–3 shipping days. Express Flat Rate shipping is $32.00. Express Calculated Rate shipping is $38.75. The Express Flat Rate is the least expensive option for delivery in 3 business days or less.

16. **The correct answer is C.** Rolling River, Titan Rapids, and Nightmare Falls are each more than 10 miles long. Because there is an 11-year-old in the group, Rolling River is the only trip package that will accommodate this group.

17. **The correct answer is E.** Examine the number of drivers marked by an X for each day of the week in both tables. Because Day Shift Wednesday and Day Shift Sunday have the three required drivers, no one else is needed for those days. Night Shift Wednesday and Night Shift Tuesday each have the required four drivers, so no one else is needed for those days. On Night Shift Thursday, three drivers are scheduled, but four are needed, so you need to schedule another EMT driver for that shift.

18. **The correct answer is C.** Find the years when the value on the solid line is at least half as much as the value of the dotted line. In 2012, the Shellz line reads 7, which is over half the dotted line value of 12. In 2013, the Shellz line reads 8, which is equal to half the dotted line value of 16. And in 2014, the Shellz line reads 10, which is equal to half the dotted line value of 20. In all other years shown, Shellz sold less than half the market share.

19. **The correct answer is B.** Choice A is incorrect because the Insects exhibit is on the second floor. Choices C and E are incorrect because the escalators on the right go down from the second floor to the first. Choice D is incorrect because the Insects exhibit is to the right of the History exhibit of the month, not the left.

20. **The correct answer is B.** Only Pottery, Coffee & Tea, and Candles have a history of increasing sales performance over the last three years. Of the applicants for these three categories, only Martha Green (Coffee & Tea) and Jason Reed (Pottery) needed 600 square feet or less. Henry Paulson (Candles) requires 850 square feet, and a 600 square foot space would not be enough for his business.

21. **The correct answer is D.** Find the combined values for each answer choice and determine which one meets the requirements. Choices A and B are incorrect because combined maintenance costs, shown by the light grey bars in the second graph, exceed $1,000. Choices C and E are incorrect because the time saved with these options, shown by the grey bars in the first graph, would save less than 25 minutes. Choice D is correct because these two upgrades have a combined installation cost of less than $10,000, an annual maintenance cost of less than $1,000, and over 25 minutes of time saved.