

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Food Service/School Lunch Manager Series

Opportunities at work.



INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Food Service/School Lunch Manager Series. This test guide provides a general description of the subject areas which will be tested and the different types of questions you may see on the test.

The written test for the Food Service/School Lunch Manager Series has an overall time allowance of 5 hours. The following lists all of the subject areas that are included in this series. The exam announcement will tell you which of the following subject areas you will be tested on.

1. **Overseeing food service operations** – These questions will test candidates' ability to assess the management and performance of food service operations in maintaining standards of quality, sanitation, and service. Topics will include food service management practices, large scale food preparation equipment and techniques, sanitation standards for food service premises, holding and serving prepared foods, storing and handling food products, and sources of food contamination and food-transmitted diseases.
2. **Supervision and training** – These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.
3. **Office record keeping** – These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.
4. **Basic nutrition and dietetics** – These questions test for knowledge of basic nutrition and dietetics, including such areas as the nutritional value of foods, nutritional needs of the persons served, balanced diets and specific foods and their relation to health.
5. **Administration** – These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.
6. **Preparing written material** – These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
7. **Understanding and interpreting tabular material** – These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test.

The remainder of this test guide explains how you will be tested in each of the subject areas listed above. A **TEST TASK** is provided for each subject area. This is an explanation of how a question will be presented and how to correctly answer it. Read each explanation carefully. This test guide provides at least one **SAMPLE QUESTION** for each subject area. The sample questions will be similar to what will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer(s) to each sample question. You should study these in order to understand how the correct or best answers were determined.

SUBJECT AREA 1

OVERSEEING FOOD SERVICE OPERATIONS: These questions will test candidates' ability to assess the management and performance of food service operations in maintaining standards of quality, sanitation, and service. Topics will include food service management practices, large scale food preparation equipment and techniques, sanitation standards for food service premises, holding and serving prepared foods, storing and handling food products, and sources of food contamination and food-transmitted diseases. There will be 45 questions in this subject area on the written test.

TEST TASK: There are three test tasks covered in this subject area. There is a sample question representing each of the tasks below to give you a comprehensive overview of the subject area. You will be presented with situations in which you must apply knowledge of food service management principles and practices, proper food storage and handling techniques, and proper food preparation and serving techniques in order to answer the questions correctly.

SAMPLE QUESTION 1:

Which one of the following is the *first* thing you should do when someone makes a complaint about the food service program?

- A. Prepare a timely written response to each complaint.
- B. Investigate each complaint in a prompt and unbiased manner.
- C. Make program changes that address the complaints.
- D. Discuss the complaints at future program planning sessions.

SOLUTION:

Choice A is not correct. *Not every complaint that is made about the food service program will require a written response.*

Choice B is the correct answer to this sample question. *Complaints need to be addressed promptly, no matter what the nature of them is. You must remain objective as well, in order to effectively handle the situation.*

Choice C is not correct. *Program changes will not need to be made to address all complaints that are made.*

Choice D is not correct. *The complaint should be addressed immediately, not at some point in the future.*

The correct answer to this sample question is B.

SUBJECT AREA 1 (continued)

OVERSEEING FOOD SERVICE OPERATIONS (continued)

SAMPLE QUESTION 2:

Assume that all of the following foods will be stored in the same refrigerator. Which one of the following should be stored on the topmost shelf?

- A. ground beef
- B. poultry
- C. frosted cake
- D. fresh fish

SOLUTION:

Choice A is not the correct answer to this question. Ground beef should be stored below ready-to-eat foods, so no juices drip and contaminate the prepared foods below.

Choice B is not the correct answer to this question. Poultry should be stored below ready-to-eat foods, in order to avoid possible contamination of the foods below.

Choice C is the correct answer to this question. In order to avoid cross-contamination, ready-to-eat foods should be stored above any uncooked or raw foods.

Choice D is not the correct answer to this question. Fresh fish should not be stored above ready-to-eat foods, so it does not cross-contaminate them.

The correct answer to this sample question is C.

SUBJECT AREA 1 (continued)

OVERSEEING FOOD SERVICE OPERATIONS (continued)

SAMPLE QUESTION 3:

Of the following temperatures, which is most appropriate for thawing frozen beef?

- A. 98 degrees F
- B. 70 degrees F
- C. 55 degrees F
- D. 40 degrees F

SOLUTION:

Choice A is not correct. Foodborne illness-causing microorganisms grow and multiply at temperatures between 41 and 135 degrees F, also known as the temperature danger zone, so 98 degrees F is not an appropriate temperature to thaw frozen beef.

Choice B is not correct. 70 degrees F is in the temperature danger zone, so it is also not an appropriate temperature at which to thaw frozen beef.

Choice C is not correct. 55 degrees F is not a safe temperature to thaw frozen beef.

Choice D is the correct answer to this question. 40 degrees F is below the temperature danger zone and is also far enough above 0 degrees F, so the beef will thaw without the foodborne illness-causing microorganisms rapidly multiplying.

The correct answer to this sample question is D.

SUBJECT AREA 2

SUPERVISION AND TRAINING: These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of the principles and practices of supervision and training in order to answer the questions correctly.

SAMPLE QUESTION:

A new employee is assigned to the unit that you supervise. Which one of the following is MOST important to consider when you set training objectives for this employee?

- A. the educational level of the employee at the time of hire
- B. the typical volume of work produced by the senior employee in the unit
- C. the current production level of the unit
- D. the performance standards established by the workplace

SOLUTION:

Choice A is not correct. While the educational level of the employee may affect how the training is given, it is not strongly linked to training objectives. A training objective is typically a standard of job performance that an employee can successfully demonstrate at the completion of training. This standard is stable and does not vary with the educational level of the employee who is receiving training.

Choice B is not correct. The senior employee's typical work volume may not necessarily meet the acceptable standard. Also, this choice deals with only the volume of work; your training objectives should also concern quality of work.

Choice C is not correct. The current production level of the unit may be higher or lower than the acceptable standard. Also, like choice B, this choice deals only with work quantity, not quality.

Choice D is the correct answer to this question. The workplace must set performance standards for all work activities that are critical to the job so that supervisors can determine whether the work is being successfully performed, or whether work product goals are being met. You as supervisor must use these performance standards as your training objectives and train the new employee to meet the standards.

The correct answer to this sample question is D.

SUBJECT AREA 3

OFFICE RECORD KEEPING: These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. There will be 15 questions in this subject area on the written test.

TEST TASKS:

The test consists of two or more "sets" of questions. Each set involves a different type of problem. Some examples of typical record keeping problems are:

- the organization or collation of data from several sources
- scheduling
- maintaining a record system using running balances
- completion of a table summarizing data using totals, subtotals, averages and percents.

NOTE: Only one type of problem set is presented in this Test Guide for this subject area. The actual test may or may not have a set of this type. It will certainly have at least one set involving a different type of problem.

On the following pages are two tables, three sample questions based on the tables, and the solutions to the questions. Please look at the tables, and read both the questions and the solutions carefully.

- After each of the sample questions are four choices: for most questions, three choices are numbers and one choice is the statement, "none of the above." For these questions, once you have completed your computations, select either the choice which is the same as your answer, or, if no choice matches your answer, select "none of the above."
- Some questions have numbers for all four choices. If none of the choices matches your calculation, you have made an error, and you should recheck your work.

DIRECTIONS FOR SAMPLE QUESTIONS: Base your answers to the next three sample questions on the table, "Summary Report of Business Expenses for 2009." Complete as much of the report as you need to answer the sample questions. Use the information given in the summary report itself and in the table, "Report of Business Expenses, 3rd and 4th Quarters." Both tables are shown on the following page.

See the Sample Questions and Solutions on the following pages.

SUBJECT AREA 3 (continued)

OFFICE RECORD KEEPING: (continued)

| REPORT OF BUSINESS EXPENSES 3rd AND 4th QUARTERS (26 weeks) | | | | |
|--|-------------|----------|-------------|-----------|
| | 3rd Quarter | | 4th Quarter | |
| | 2009 | 2008 | 2009 | 2008 |
| Payroll Expenses | \$55,900 | \$47,800 | \$72,700 | \$65,100 |
| Rental Expenses | 22,500 | 18,900 | 22,500 | 18,900 |
| Equipment Expenses | | | | |
| New Equipment | 705 | 375 | 5,575 | 675 |
| Maintenance/Repair | 2,860 | 3,000 | 3,140 | 3,400 |
| Utility Expenses | | | | |
| Electricity | 4,850 | 4,630 | 4,590 | 4,450 |
| Heat | 130 | 270 | 440 | 410 |
| Employee Benefit Expenses | 18,450 | 15,850 | 24,100 | 21,550 |
| Employee contributions* | *2,500 | *2,200 | *3,350 | *3,040 |
| Total Net Business Expenses* | | \$88,625 | | \$111,445 |

*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses

| SUMMARY REPORT OF BUSINESS EXPENSES FOR 2009 | | | | | | | |
|---|-------------|-------------|-----------|-------------|-------------|-----------|----------------|
| | 1st Quarter | 2nd Quarter | 1st Half | 3rd Quarter | 4th Quarter | 2nd Half | Total for Year |
| Payroll Expenses | \$81,800 | \$69,300 | \$151,100 | | | R | |
| Rental Expenses | 22,500 | 22,500 | 45,000 | | | | |
| Equipment Expenses | 5,235 | 3,545 | 8,780 | | | | S |
| Utility Expenses | 6,675 | 5,125 | 11,800 | | | | |
| Employee Benefit Expenses | 26,900 | 22,900 | 49,800 | | | | |
| Employee contributions* | *3,750 | *3,200 | *6,950 | | | | |
| Total Net Business Expenses* for 2009 | 139,360 | 120,170 | 259,530 | | | | |
| Total Net Business Expenses* for 2008 | | | \$231,780 | | | \$200,070 | |
| % Change ** | | | V | | | | |

*NOTE: Employee Contributions are subtracted from business expenses to obtain Total Net Business Expenses

**NOTE: % Change is the % of increase in Total Net Business Expenses from 2008 to 2009.

SUBJECT AREA 3 (continued)

OFFICE RECORD KEEPING: (continued)

SAMPLE QUESTION 1:

What is the value of R?

- A. \$112,900
- B. \$128,600
- C. \$137,800
- D. none of the above

SOLUTION: *To answer this question correctly you must calculate the value of R (the Payroll Expenses for the 2nd half of 2009).*

- *The Payroll Expenses for the 3rd and 4th Quarters are shown in the table, "Report of Business Expenses 3rd and 4th Quarters." (Be careful to use the amounts for 2009, and not the amounts for 2008).*
- *You must add the Payroll Expenses for the 3rd Quarter of 2009 (\$55,900) to the Payroll Expenses for the 4th Quarter of 2009 (\$72,700).*
- *The result is \$128,600.*

*The correct answer to this sample question is Choice **B**, which is \$128,600.*

SAMPLE QUESTION 2 is on the following page.

SUBJECT AREA 3 (continued)

OFFICE RECORD KEEPING: (continued)

SAMPLE QUESTION 2:

What is the value of **S**?

- A. \$ 8,780
- B. \$15,060
- C. \$16,230
- D. none of the above

SOLUTION: *To answer this question correctly you must calculate the value of **S** (the total Equipment Expenses for the year 2009).*

- *You need to understand that Equipment Expenses are expenses for both New Equipment and for Maintenance/Repair.*
- *The Equipment Expenses for the 3rd and 4th Quarters are shown in the table, "Report of Business Expenses 3rd and 4th Quarters." (Again, be careful to use the amounts for 2009, and not the amounts for 2008.)*
- *You must add Equipment Expenses for the 3rd Quarter of 2009 (\$705 + \$2,860) to Equipment Expenses for the 4th Quarter of 2009 (\$5,575 + \$3,140) in order to calculate Equipment Expenses for the 2nd half of 2009.*
- *$\$705 + \$2,860 + \$5,575 + \$3,140 = \$12,280$.*
- *You must then add Equipment Expenses for the 2nd half of 2009 to Equipment Expenses for the 1st half of 2009, in order to calculate Equipment Expenses for the whole year.*
- *Equipment Expenses for the 1st half of 2009 are shown in the table, "Summary Report of Business Expenses for 2009."*
- *$\$12,280 + 8,780 = \$21,060$. This is the value of **S**, the total Equipment Expenses for the year 2009.*

*Since none of the A, B, or C choices is \$21,060, the correct answer to this sample question is Choice **D**, "none of the above."*

SAMPLE QUESTION 3 is on the following page.

SUBJECT AREA 3 (continued)

OFFICE RECORD KEEPING: (continued)

SAMPLE QUESTION 3:

Which one of the following is closest to the value of **V**?

- A. 10%
- B. 11%
- C. 12%
- D. 28%

SOLUTION: *To answer this question correctly you must calculate the value of **V** (the percent change in Total Net Business Expenses from the 1st half of 2008 to the 1st half of 2009.*

- *You must first calculate the amount of change in Total Net Business Expenses from the 1st half of 2008 to the 1st half of 2009.*
- *Subtract the Total Net Business Expenses for the 1st half of 2008 (\$231,780) from the Total Net Business Expenses for the 1st half of 2009 (\$259,530).*
- *The result is \$27,750.*
- *You must then calculate the percent change from the 1st half of 2008 to the 1st half of 2009. Since the percent change is from the 1st half of 2008, the basis of the comparison is the Total Net Business Expenses for the 1st half of 2008.*
- *Divide the amount of the change by the Total Net Business Expenses for the 1st half of 2008.*
- *\$27,750 divided by \$231,780 = .119726, or 11.9726%*
- *This is closest to 12%.*

*The correct answer to this sample question is Choice **C**, which is 12%.*

SUBJECT AREA 4

BASIC NUTRITION AND DIETETICS: These questions test for knowledge of basic nutrition and dietetics, including such areas as the nutritional value of foods, nutritional needs of the persons served, balanced diets and specific foods and their relation to health. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of basic nutrition and dietary guidelines for individuals in order to answer the questions correctly.

SAMPLE QUESTION:

Which one of the following groups of nutrients do products in the milk group primarily provide?

- A. calcium, potassium, Vitamin D
- B. dietary fiber, Vitamin A, Vitamin E
- C. folate, dietary fiber, Vitamin C
- D. protein, B vitamins, iron

SOLUTION:

Choice A is the correct answer to this question. According to the United States Department of Agriculture's MyPyramid, foods in the milk group primarily provide calcium, potassium, and Vitamin D.

Choice B is not the correct answer to this question. Dietary fiber, Vitamin A, and Vitamin E are primarily provided by foods in the vegetable group.

Choice C is not the correct answer to this question. Folate, dietary fiber, and Vitamin C are primarily provided by foods in the fruit group.

Choice D is not the correct answer to this question. Protein, the B vitamins, and iron are primarily provided by foods in the meat and beans group.

The correct answer to this sample question is A.

SUBJECT AREA 5

ADMINISTRATION: These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of administrative principles and practices in order to answer the question correctly.

SAMPLE QUESTION:

Which one of the following is the **most** important reason to record a new policy in writing once it has been adopted?

- A. to ensure the acceptance of the new policy by staff
- B. to minimize confusion in the interpretation of the new policy
- C. to stop the practice of giving special consideration to individual cases
- D. to ensure that the policy is integrated into the organization's mission

SOLUTION:

*This question asks for the **most** important reason to record a new policy in writing.*

Choice A is not correct. Staff must be brought into the process of policy development before the policy is adopted to decrease possible staff resistance to the new policy.

Choice B is the correct answer to this question. The written record of the policy will serve as the definitive reference for issues or situations that the policy covers.

Choice C is not correct. Organizational policies serve as a guide to provide consistency in decision-making for those cases that are covered by the policy, but no policy will cover every possible circumstance or situation. There may be exceptional cases with special circumstances that are not fully covered by the policy. These exceptional cases must be considered individually on a case by case basis.

Choice D is not correct. Having a policy in writing will not ensure that the policy is integrated into the organization's mission. Integration of the policy into the organization's mission should have occurred when the policy was being drafted.

The correct answer to this sample question is B.

SUBJECT AREA 6

PREPARING WRITTEN MATERIAL: These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences. There will be 15 questions in this subject area on the written test.

TEST TASK:

There are two separate test tasks in this subject area.

- For the first, **Information Presentation**, you will be given information in two or three sentences, followed by four restatements of the information. You must then choose the best version. There will be ten Information Presentation questions on the written test.
- For the second, **Paragraph Organization**, you will be given paragraphs with their sentences out of order, and then be asked to choose, from among four suggestions, the best order for the sentences. There will be five Paragraph Organization questions on the written test.

INFORMATION PRESENTATION SAMPLE QUESTION:

Martin Wilson failed to take proper precautions. His failure to take proper precautions caused a personal injury accident.

Which one of the following best presents the information above?

- A. Martin Wilson failed to take proper precautions that caused a personal injury accident.
- B. Proper precautions, which Martin Wilson failed to take, caused a personal injury accident.
- C. Martin Wilson's failure to take proper precautions caused a personal injury accident.
- D. Martin Wilson, who failed to take proper precautions, was in a personal injury accident.

SOLUTION:

Choice A conveys the incorrect impression that proper precautions caused a personal injury accident.

Choice B conveys the incorrect impression that proper precautions caused a personal injury accident.

Choice C best presents the original information: Martin Wilson failed to take proper precautions and this failure caused a personal injury accident.

Choice D states that Martin Wilson was in a personal injury accident. The original information states that Martin Wilson caused a personal injury accident, but it does not state that Martin Wilson was in a personal injury accident.

The best answer to this sample question is C.

SUBJECT AREA 6 (continued)

PREPARING WRITTEN MATERIAL (continued)

PARAGRAPH ORGANIZATION SAMPLE QUESTION:

The following question is based upon a group of sentences. The sentences are shown out of sequence, but when correctly arranged, they form a connected, well-organized paragraph. Read the sentences, and then answer the question about the best arrangement of these sentences.

1. Eventually, they piece all of this information together and make a choice.
2. Before actually deciding upon a job in nutrition services, people usually think about several possibilities.
3. They imagine themselves in different situations, and in so doing, they probably think about their interests, goals, and abilities.
4. Choosing an occupation in the field of nutrition services is an important decision to make.

Which one of the following is the best arrangement of these sentences?

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

SOLUTION:

Choices A and C present the information in the paragraph out of logical sequence. In both **A** and **C**, sentence 1 comes before sentence 3. The key element in the organization of this paragraph is that sentence 3 contains the information to which sentence 1 refers; therefore, in logical sequence, sentence 3 should come before sentence 1.

Choice B also presents the information in the paragraph out of logical sequence. Choice **B** places sentence 4 in between sentence 1 and sentence 3, thereby interrupting the logical sequence of the information in the paragraph.

Choice D presents the information in the paragraph in the best logical sequence. Sentence 4 introduces the main idea of the paragraph: "choosing an occupation in the field of nutrition services." Sentences 2-3-1 then follow up on this idea by describing, in order, the steps involved in making such a choice. Choice **D** is the best answer to this sample question.

The best answer to this sample question is D.

SUBJECT AREA 7

UNDERSTANDING AND INTERPRETING TABULAR MATERIAL: These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. There will be 15 questions in this subject area on the written test.

TEST TASK: The questions in this subject area are contained in two or more sets. Each set consists of data presented in one or more tables, followed by a number of questions. You must use the appropriate data from the tables, in combination with the information given in each question, in order to answer the questions correctly.

NOTE: You will be allowed to bring a calculator and use it during the test.

SAMPLE TABLE:

Directions: Base your answers to the following three questions on the information in the table below.

**Population of a City by Age and Gender
(In Thousands)**

| Age | Female | Male | Total |
|-------------|---------------|-------------|--------------|
| Under 25 | 70 | 72 | 142 |
| 25-34 | ? | 27 | ? |
| 35-44 | ? | 28 | 53 |
| 45-54 | 27 | 28 | 55 |
| 55-64 | 30 | ? | 57 |
| 65 and over | 85 | 75 | 160 |
| Total | 261 | 257 | 518 |

Note: Spaces with question marks can be filled in using information given in the table and in the questions.

SUBJECT AREA 7 (continued)

UNDERSTANDING AND INTERPRETING TABULAR MATERIAL (continued)

SAMPLE QUESTION 1:

How many people in the city were between 25 and 34 years old?

- A. 51
- B. 27,000
- C. 51,000
- D. cannot be determined from the information provided

SOLUTION: To answer this question correctly, you must first note that the numbers in the table represent thousands of people (see the table heading). You are asked to find the total number of people aged 25-34. Since this information is missing from the table, it is necessary to calculate it by using other information which is in the table. You must add the number of people in all the age groups other than 25-34, and then subtract this sum from the total population of the city. This will give the number of people aged 25-34.

| | | |
|-----------------|-------------|---|
| 142,000 | under 25 | |
| +53,000 | 35-44 | 518,000 total population (all ages) |
| +55,000 | 45-54 | <u>- 467,000</u> total population (all ages except 25-34) |
| +57,000 | 55-64 | 51,000 population aged 25-34 |
| <u>+160,000</u> | 65 and over | |
| 467,000 | | |

There are 51,000 people in the city between the ages of 25 and 34 (choice C).

The correct answer to this sample question is C.

SAMPLE QUESTION 2:

Most nearly what percent of the total population of the city was female aged 35 to 54?

- A. 5%
- B. 10%
- C. 14%
- D. 20%

SOLUTION: To answer this question correctly you must find the number of females aged 35 to 54. This requires you to add the number of females aged 35-44 to the number aged 45-54. You must first find the number of females who are aged 35 to 44. This information is missing from the table, but you can calculate it by subtracting the number of males who are aged 35 to 44 from the total number of people in that age group.

(53,000 – 28,000 = 25,000; there are 25,000 females aged 35-44).

You then need to add the number of females aged 35-44 to the number of females aged 45-54;

(25,000 + 27,000 = 52,000; there are 52,000 females between the ages of 35 and 54).

You must then divide this number by the total population of the city, and convert the answer to a percent.

(52,000/518,000 = .100386; **this is nearest to 10%**).

Therefore, the percentage of the total population of the city which was female aged 35 to 54 is 10% (choice B).

The correct answer to sample question 2 is B.

SUBJECT AREA 7 (continued)

UNDERSTANDING AND INTERPRETING TABULAR MATERIAL (continued)

SAMPLE QUESTION 3:

If 40% of the total male population of the city earns wages, and 30% of the total female population of the city earns wages, which one of the following statements comparing the number of males earning wages to the number of females earning wages is true?

- A. There are 24,500 more males than females earning wages.
- B. There are 27,300 more males than females earning wages.
- C. There are 51,800 more males than females earning wages.
- D. There are 27,300 fewer males than females earning wages.

SOLUTION: To answer this question correctly you must use some information given in the question and some information given in the table. It is important to be careful and apply the correct percentage for each gender. (The percentage for males is given first in the question, but the number of males is second in the table).

To calculate the number of males earning wages, multiply the total number of males by 40%.
($257,000 \times .40 = 102,800$)

To calculate the number of females earning wages, multiply the total number of females by 30%.
($261,000 \times .30 = 78,300$)

To compare the two numbers, subtract the number of female wage earners from the number of male wage earners.
($102,800 - 78,300 = 24,500$)

There are 24,500 more male wage earners than female wage earners (choice A).

The correct answer to sample question 3 is A.

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this guide to familiarize yourself with what the test will cover.
- Study and review the subject areas that will be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other **allowed** materials.
- Do **NOT** bring this test guide to the test site.

At the test site ...

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

During the test ...

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

Visit the New York State
Department of Civil Service web site
www.cs.ny.gov



New York State
Department of Civil Service
Albany, NY 12239

2011