

Workplace Documents Practice Test #1

The following section is a full-length practice test designed to give you even more practice with Workplace Documents questions. The chapters you have studied throughout this book have covered all of the major types of questions that may come up on the test. Remember that this section measures your skill and adeptness at reading written text—including signs, memos, emails, letters, bulletins, directions, and regulations—that may come up in a workplace scenario.

The practice test that follows will gradually increase in difficulty, just like in the *Challenger Questions* section. How well you score on this practice test will be a close reflection of how well you'll do on an actual WorkKeys Workplace Documents assessment. Don't feel discouraged if you miss a few questions. Remember that practice makes perfect! If you feel confident about what you've learned within these chapters and while working through practice questions, you're well on your way to achieving a Silver NCRC on the actual WorkKeys tests.

Since this is just a practice test, your score cannot replace a real WorkKeys test score. If you want to push yourself and make this practice test feel as much like a real WorkKeys test as possible, set a timer for 45 minutes. That's how long you'll have to work through the 33 questions on the actual WorkKeys Workplace Documents assessment on test day. Good luck!

MEMO

To: All businesses in Park Rowe shopping center
Fr: Theo Davis, Park Rowe Chief Administrator
Re: New management and mailbox hours

Park Rowe shopping center is now under new management. Davis Development Inc. will be issuing new mailbox keys to each business. Old mailbox keys will be collected Monday morning. Delivery times will not change. Mailroom hours will extend to 9 p.m. each evening.

Each business will be given one standard-size letter box. Each business may receive up to two large package mailboxes upon request. You may have a total of three mailboxes. You will only need one small key to access all of your mailboxes. Letters must measure less than 12 inches. Write the address of your business on all outgoing mail. Place your mail in the outgoing mail slot near the front desk of the mailroom.

1. Starting Monday, what is the greatest number of mailboxes each business is allowed to have?

- A. 1
- B. 2
- C. 3
- D. 10
- E. 50

2. Starting Monday, each business will only require:

- A. 1 large key.
- B. 2 large keys.
- C. 1 small key.
- D. 3 small keys.
- E. 2 small keys.

Memorandum

To: All Culinary Students
Fr: Taylor Wright, Kitchen Manager
Re: New Kitchenware Policy

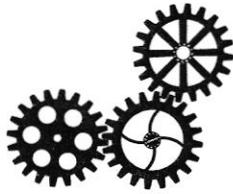
We will be replacing the 6-piece kitchenware sets you each have with a standard set of all 10 utensils. Students will no longer have their own set of utensils. Instead, one new kitchenware set will be placed in each kitchen's workstation.

The new kitchenware sets will be placed at each station on the first of next month. You must turn in the 6-piece set that you have been using to the utensil closet at that time. You must pay for any kitchenware missing from your set when you turn it in.

Please report any missing kitchenware from the new, standard set. Purchase replacements if need be. Utensils and cutlery will be sharpened four times a month by maintenance staff. You may take dull utensils to the utensil closet and exchange them for new ones.

3. According to the announcement shown, who must report any missing tools?

- A. Maintenance staff
 - B. Culinary students
 - C. The kitchen manager
 - D. The utensil closet supervisor
 - E. The workstation manager
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DELCO Industrial

159 Pine Avenue
Reno, NV 75512

To: All Employees
Fr: Management
Re: Paid Holiday Vacation

This year has been incredible for DELCO Industrial. Our production has greatly increased. We are certain there will be plenty of incoming sales in the new year as well.

Everyone deserves a reward for their hard work, so we have decided to give all employees a paid vacation from December 23 through January 3. Delco Industrial will be closed at this time, and these days will not be deducted from regular paid vacation days. Be sure to write "holiday bonus" on your time-cards for these dates. Enjoy your time off.

4. Based on the above memo, why are employees getting paid vacation time?

- A. As a reward for their hard work
- B. Because the holiday season is slow
- C. To prepare for next year's sales
- D. To get rid of regular vacation time
- E. Because it is a holiday tradition