

# Civil Service Exam Clerical Operations Questions:

1. Which department of an office is responsible for hiring new personnel?

1. Office of the President
2. Accounting Department
3. Logistic and Supply
4. **Human Resource Department**

2. Which computer program should you go if you want to email a company?

1. Word
2. Excel
3. **Outlook**
4. Powerpoint

3. This is a telephonic transmission of scanned documents of texts and images to a telephone number connected to a printer.

1. Photocopying Machine
2. **Fax Machine**
3. Typewriter
4. Inkjet Printer

4. The chief financial officer is responsible for the financial matters and financial management of a corporation, she is also known as the \_\_\_\_\_.

1. Auditor
2. **Treasurer**
3. Chief Executive Officer
4. Manager

5. Which department of a company is responsible for cash register operations and payment processing?

1. **Cashier**
2. Billing
3. Accounting
4. Budget

6. What is the correct filing arrangement for the following names?

1. Angeles, Mario P.
2. Angeles, Maricel P.
3. Angeles, Marissa P.
4. Angeles, Maria P.

1. **4,2,1,3**
2. 4,1,2,3
3. 4,3,2,1
4. 4,1,3,2

7. All of the following items are found in the Official Receipt form except \_\_\_\_\_.

1. Name and address of the buyer
2. Signature of the recipient
3. Quantity of the items paid
4. **Credit Card Number of the customer**

8. The method of indexing and filing where names are in alphabetized order.

1. Numeric
2. Metric
3. Geographic
4. **Alphabetic**

9. Which is the best way to address a correspondence for the President of the Philippines?

1. His Excellency Ferdinand Marcos Jr.
2. **His Excellency President Ferdinand Marcos Jr.**
3. President Ferdinand Marcos Jr.
4. President BBM

10. How do you address the Queen of England when you talk about her?

1. Her Highness the Queen
2. **Her Majesty Queen Elizabeth II**
3. Queen Elizabeth II her Highness
4. Queen Elizabeth II her Majesty

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11. Your boss asked you to send her a soft copy of your latest résumé. An example of a soft copy is:

1. A print out copy usually in a paper
2. Original copy written in a paper
3. **A copy saved in a computer and sent through email**
4. A copy from a Xerox machine

12. When a company asked you to submit your latest CV, what does CV stand for?

1. Curriculum Vitum
2. Curriculum Virtue
3. **Curriculum Vitae**
4. Curriculum Vital

13. It is the section of Accounting Department in a company that records goods and services that it receives and the payments it owes.

1. Budget
2. Payroll
3. **Accounts Payable and Receivable**
4. Inventory

14. Which of the following is not a function of Accounting Department in a big corporation?

1. Prepare Interim Financial Statements
2. Inventory Management
3. Bank Reconciliation
4. **Internal and External Auditing**

15. He is the highest ranking executive manager in a corporation and he is the top person in command in an organization.

1. Chief Financial Executive

2. **Chief Executive Officer**

3. Executive Admin. Officer
4. Chief Executive Assistant

16. Which of the following is not a responsibility of a clerical worker?

1. **Marketing and promotion for customers**

2. Filing and updating purchase orders
3. Updating and billing buyer's account
4. Answering business emails

17. Arrange the proper filing of the following in alphabetical order:

- A. Lieutenant Colonel Mark David
- B. Atty. Elen Rodriguez
- C. Captain Max Aquino
- D. Dr. Juan Castro

1. CDAB
2. CDBA
3. BDCA
4. **BCDA**

18. Arrange the proper filing of the following in alphabetical order:

- A. Sec. Dinky Soliman
- B. Sec. Richard Gordon
- C. Sec. Voltaire Gazmin
- D. Sec. Armin Luistro

1. **DABC**
2. DACB
3. CBDA
4. CBAD

19. How much is the present Value-Added-Tax in the Philippines?

1. 12% of gross profit
2. 12% of cost of goods sold
3. **12% of gross sales**

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4. 12% of net income  
20. This department of the company is responsible for preparing and updating customers' accounts:

1. Purchasing section
2. Cashier section
- 3. Billing Section**
4. Releasing section

21. This is a type of document issued by a seller to a buyer relating to a sale transaction and indicating the products, quantities and prices sold to the buyer.

1. Check voucher
2. Purchase order
3. Delivery receipt
- 4. Sales invoice**

22. Which of the following is not a usual document used in a sales company?

- 1. Form 137**
2. Delivery receipt
3. Sales invoice
4. Purchase order

23. One of the responsibilities of a clerical job is answering and tending phone calls. Which is the best way to answer a phone call in a company?

1. Say "Hello," and wait for the caller to speak.
2. Run and get a pen and notebook then pick up the phone.
- 3. Answer the phone politely and give your department or company name.**
4. Wait for fellow employees to answer the phone.

24. An example of a hard copy document is:

1. PDF file letter

2. Company email message  
3. A business letter saved in USB  
**4. Business letter in a paper**  
25. What does a CC means in an email message?

1. Copy sent
- 2. Copy furnished**
3. Copy cat
4. Client copy