

New York State  
Department of Civil Service

*Committed to Innovation, Quality, and Excellence*

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*How to Take a Written Test  
for State Civil Service Examinations*

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Opportunities at work.



Andrew M. Cuomo  
*Governor*

Jerry Boone  
*Commissioner*

### **Legal Disclaimer**

This guide is intended to be used as a practical and informative resource only and is not to be used as legal authority for any purpose. Specific legal authority comes exclusively from statute, rule and case law. We reserve the right to revise, modify or alter the contents of this guide at any time.

The New York State Department of Civil Service has developed this guide to give you some general information on written tests for State civil service examinations prepared by the New York State Department of Civil Service. For information on job opportunities with the State of New York and how to participate in State civil service examinations, please visit our website at: <http://www.cs.ny.gov/jobseeker/public/index.cfm>

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## [Information for New York State Examination Candidates](#)

New York State civil service examinations include one or more tests, which are designed to assess candidates' qualifications for jobs to be filled. Many examinations include a written test. A written test presents candidates with questions in a written format, such as multiple-choice, job simulation exercise, constructed-response short answer or essay, or other written test format.

## [How to Find Out About New York State Civil Service Examinations](#)

The New York State Department of Civil Service publishes examination announcements on its website in the section, *Employment Opportunities with New York State*. Both current and old or "archived" announcements are available online at: <http://www.cs.ny.gov/jobseeker/public/index.cfm>.

The Department website also offers a *Stay Informed* section. The *Stay Informed* section includes a subscription service for email notification of new announcements. If you are interested in receiving new exam announcements via email, you may sign up online at: <http://www.cs.ny.gov/announ/emaillist.cfm>.

## [What a Civil Service Examination Announcement Tells You](#)

Be sure to read the announcement carefully.

The announcement contains important information, such as:

- job title
- date of examination
- job location
- duties
- salary
- description of the test
- deadline date for filing applications
- how to apply
- fee information, if applicable

When a written test is part of the examination, the announcement describes the subject areas or "subtests" that will be covered. If a special test guide is available for the test, the announcement will state that this guide is available and tell you how to access this guide.

The announcement also includes information for candidates who require accommodations or special testing arrangements.

**[Special Test Administration Needs](#):** Persons with disabilities who require an accommodation to participate in an examination must note this on their applications. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487 [press 2, then press 2]. Outside of the Albany area, call toll free at 1-877-697-5627 [press 2, then press 2]. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

**Religious Accommodation:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation" on your exam application. We will make arrangements for you to take the test on a different date (usually the following day).

**Military Personnel:** Candidates wishing to request a military make-up examination for a State examination should contact the New York State Department of Civil Service's Test Administration Unit by email at: [TestAdministration@cs.state.ny.us](mailto:TestAdministration@cs.state.ny.us)

**Multiple Examinations Scheduled for the Same Day:** If you apply for a New York State civil service examination and a municipal civil service examination, scheduled for the same date, given by a local jurisdiction (county, town, city) in New York State, outside New York City, you must take all tests at one test site. To make arrangements, you must call 518-474-6470 in the Albany area or toll free at 1-877-697-5627 [press 2, then press 1], no later than two weeks before the test date. All tests will be held at the State examination center.

## **How to Apply for a Civil Service Examination**

The examination announcement will tell you *How to Apply*. You may be able to apply online or download the application for your exam. Be sure to carefully follow all instructions provided on the announcement and application. Complete and submit the application by the due date stated on the announcement. For most exams, you will be required to pay an application fee.

You are responsible for providing enough information on the application to show that you meet the minimum qualifications for the exam. After you submit your application, the Department will review your qualifications and notify you if you have been approved or disapproved to take the test.

## **Admission Notice**

If your exam application is approved, the Department will send you an Admission Notice telling you when and where to report to take the test. (See the [Sample Admission Notice](#) included in this guide.) If your test is scheduled for more than one test date, the Department will send a separate Admission Notice for each test date. If you have not received your Admission Notice three days before the test date, call the New York State Department of Civil Service at (518) 474-6470 in the Albany area or, toll free at 1-877-697-5627 [press 2, then press 1].

Allow plenty of time to travel to the test site, to find the correct location and to park, if necessary. Be sure to bring your Admission Notice with you to the test site, along with your photo identification, and two No. 2 pencils. Unless otherwise indicated, you may also bring a quiet, hand-held, solar- or battery-powered calculator and a quiet lunch or snack, if allowed. (See [Examples of Permitted Calculators](#) and [Calculators that are Not Permitted](#) included in this guide.) You will have to present your Admission Notice at the test center, so be sure to bring it with you on the day of the test.

## **On the Day of the Test**

### **Arrive at the Test Center Early**

To be admitted to the test, you must report to the test center on the day and at the time printed on your Admission Notice. If you arrive late, you may not be admitted to the test.

### **Bring Identification Showing your Name, Signature, and Photograph.**

Identification Policy: **\*\*You must bring one piece of current, government-issued identification printed in English, in the name in which you applied to take the test, bearing your photograph and signature.\*\***

### **No Cell Phones or Electronic/Communication Devices 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 at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.

### **No Smoking at the Test Site**

Smoking is strictly prohibited at all test centers, including buildings and grounds.

### **Special Circumstances**

If you and other members of your household are taking the same examination(s) and are scheduled for testing on different days or times, you **MUST** call one of the phone numbers below to notify us.

For emergency situations occurring just before or on the test date, call the New York State Department of Civil Service at (518) 474-6470 in the Albany area or, toll free at 1-877-697-5627 [press 2, then press 1]. Staff are available during the week and on the test date to accept your calls.

### **How to Prepare For the Test**

In most cases, you will have some time between when you apply for an examination and the date of the test. You can use this time to prepare yourself to do your best on the test date. Some general tips to help you prepare for a written, multiple-choice test are presented on the following pages. Some of these tips may help you prepare for other types of tests as well.

Many New York State Civil Service examinations include a written, multiple-choice test. The examination announcement lists the subject areas or "subtests" that the test will cover. Use this information to help prepare for the test.

The four subject areas or "subtests" listed below could be included on a written test for a fictional job title, ***Services Representative I***: (See the *Sample Test Questions* included in this guide.)

Arithmetic reasoning

Educating and interacting with the public

Office record keeping

Understanding and interpreting written material

Often, the name of the subject area will give you a good idea about what will be covered in that area. For example, "**Arithmetic Reasoning**" would cover solving arithmetic problems that involve addition, subtraction, multiplication, and division.

For most written, multiple-choice tests, the announcement will also include a description of what each subject area will test. For example, a description of the subject area, "**Arithmetic reasoning**," might be:

"These questions test for the ability to solve arithmetic problems which are presented in sentence or short paragraph form. Knowledge of addition, subtraction, multiplication, and division is necessary. Questions may also involve the use of percents, decimals, and fractions."

Certain words often appear in the titles and descriptions of subject areas covered in a written test. Some examples include:

- principles, practices, procedures, methods, techniques – These words generally indicate that you will be asked about your *knowledge* of the principles, practices, procedures, methods, or techniques of the particular subject area.
- understanding, interpreting, applying, reasoning, solving – These words generally indicate that you will be tested for the *skill* or *ability* in understanding, interpreting, applying, reasoning, or solving problems or information in the particular subject area.

### Multiple-Choice Question Tips

Multiple-choice questions usually include a problem described in a question or incomplete statement and two or more possible answer choices. Read the problem and answer choices carefully. Then, select the one choice that best answers the question or best completes the statement.

Be sure to mark your answer as instructed on the scannable answer sheet provided. For most multiple-choice tests, your score will be based on the total number of questions that you answer correctly.

For most tests, the Department does not take points away from candidates for their wrong answers or apply a "correction for guessing." Therefore, it is to your advantage to answer every question, even if you are not sure which answer is correct.

You should mark only one answer for each question. If you mark more than one answer, that question will be considered incorrect, and you will not receive credit for your answers.

#### **Answering Multiple-Choice Questions:**

- Read the entire question carefully and try to answer it without referring to the answer choices.
- Look for any key words in the question that may help you select the correct answer from among the choices. Some common key words are: many, most, least, less, more, good, best, advantage, disadvantage, first, last, never, always, any, not, except, false, and true.
- Always read all of the possible answer alternatives carefully before jumping to the conclusion that a particular one must be the best.
- Use the process of elimination if the correct answer does not immediately occur to you. Eliminate obviously wrong answers and narrow your choice to the ones that directly answer the question. Then select the answer that most exactly answers the question.
- Do not be influenced by the length of the answer choices. The longest answer is not necessarily the correct one.

- Do not select an answer choice just because it includes technical language. Answer choices using technical terminology may be included in order to see whether you know the difference between what "looks right" and what "is right."
- Determine the best answer using only the information supplied in the question, without making unwarranted assumptions. The correct answer is the one that works best for the situation described.

## Test Taking Strategies

- **Read all directions, instructions, and test materials carefully.**  
Carefully read and follow all directions and any special instructions for the test. If sample test materials are provided, review them to become familiar with the subject area and format. Read all test materials carefully. Be sure you fully understand the question or problem and the answer choices presented before you select and mark your answer.
- **Answer all questions designated for your examination(s).**  
At the test site, you will be given Candidate Directions that identify the Test Booklet(s) and question numbers to be completed for each examination. (See the *Sample Candidate Directions*, *Sample Test Booklet Cover*, and instructions on how to read them included in this guide.)

**\*\*You are responsible for determining which questions you are to answer, for making sure you have the correct Test Booklet(s), and for completing all test material required for your examination(s).\*\***

- **Mark your answers accurately on the separate, scannable answer sheet.**  
At the test site, you will be given one or more Test Booklet(s) and a separate, scannable answer sheet for each Test Booklet. (See the *Sample Answer Sheet* included in this guide.) The completed answer sheets will be scanned and scored by computer. To receive full credit for your answers:
  - ✓ Use a No. 2 pencil to mark your answers
  - ✓ Fill in all identification information required for each answer sheet
  - ✓ As you mark your answers, be sure the Test Booklet identified on the answer sheet matches the Test Booklet you are using.
  - ✓ As you mark your answers, be sure the number and letter of the answer you mark on the answer sheet matches the question you are answering in the Test Booklet.
- **Budget your time wisely.**  
The total time allowance is based on the amount of test material covered in a group of related examinations or "series." The maximum time allowance for any single test date is **eight hours**; however, time allowances vary with examination series and yours **may be less**. If you need to know the total time allowance for your written test before the test date, you may contact this Department for that information.

At the test site, on the day of the test, make note of the total time allowance, the starting and stopping times, and the test materials that you must complete for your examination(s).

After the Monitor announces that you may begin the test, you may look over your test materials to help you estimate how much time you will need to complete each part. Keep track of the time as you are working. If you skip over some questions, be sure to come back to them before you complete the test and turn in your test materials.

## Test Security

All written test materials for these examinations are the property of the New York State Department of Civil Service. Candidates must not remove test material from the test site or reproduce, reconstruct, or discuss the test content with others.

### **Actions that could lead to Disqualification:**

When you take your exam the following warning will appear on the cover of all test booklet(s):

**WARNING:** This booklet, the test questions, the key answers, your answers, scratch papers, notes, and all other material relating to this test are the property of the New York State Department of Civil Service. Candidates may not remove copies of this material from the premises of the test or review room. Any removal, reproduction, reconstruction, transcription, or other use of this material, including reconstruction or transcription from memory after administration of this test, may be considered an illegal act pursuant to Civil Service Law section 50(11) and thereby be punishable by imprisonment and/or fine.

Unauthorized possession or disclosure of the test material is prohibited by law. Candidates found to have violated test security may be disqualified from their examination(s) and may also be disqualified from taking any civil service examination for five years. In some cases, violations may also result in disciplinary action, fine, or imprisonment.

Other actions may also lead to disqualification. Any use of a cell phone or communication device during the test may result in the candidate's disqualification. Failure to follow written and oral instructions may also be grounds for disqualification.

Disqualification is based on state and local regulation and policy; specific circumstances are considered in reviewing each incident when a disqualification is considered.

### **A few final words of caution:**

- Do **not** remove any test material from the test room and do not paraphrase, reconstruct, or reproduce the test material in any way, either orally or in writing.
- Do **not** discuss the test material with others. Not all candidates take the test on the same day, and you may unknowingly pass along information to a candidate who has not yet taken the test.
- Be careful to follow instructions and observe test security requirements before, during, and after the test.

## Final Tips

### **Before the test ...**

- Review this guide, the subtest titles, descriptions, and any sample test materials available to familiarize yourself with what the test will cover.
- Study and review the subject areas to be covered on the test.

### **On the day of the test ...**

- Allow yourself enough time for traveling to the test site and locating your test room.
- Bring your Admission Notice, two No. 2 pencils, and a photo ID containing your signature, and any other items allowed. **\*\*Please refer to your admission notice for items that are allowed.\*\***

- Unless otherwise indicated on your admission notice or the examination announcement, you may bring a quiet, hand-held, solar- or battery-powered calculator.
- Do **NOT** bring any device with a typewriter keyboard, such as a "Spell Checker," "Personal Digital Assistant (PDA)," "Address Book," "Language Translator," "Dictionary," or other, similar device to 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 at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.
- Do **NOT** bring books or reference materials to the test site.
- Do **NOT** bring this guide or sample test materials to the test site.

**During the test ...**

- Read and follow all directions on your Admission Notice and test administration materials, including candidate directions, test booklets, and answer sheets.
- Follow the Monitor's instructions; raise your hand if you have questions or need help.
- Keep track of the time and organize your work accordingly.
- Do not look at the work of other people in the room or you may be disqualified.

**After the test ...**

- Continue to observe test security prohibitions by not removing any test materials from the test room, by not reconstructing or reproducing test materials, and by not discussing the test.

**Some Common Sense Suggestions:**

- Get plenty of rest the night before.
- Dress comfortably, in layers, so you can adapt to the temperature in the testing room.
- Eat breakfast.
- If you are not sure where the test site is, get directions to the site before the test date.
- Leave yourself plenty of time to get to the test site just in case there is traffic, you have car trouble, transportation problems, etc.
- Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.



If you have questions, or if you need additional assistance for New York State civil service examinations:

- Email us at [cs.sm.examinfo@cs.ny.gov](mailto:cs.sm.examinfo@cs.ny.gov)
- Visit our "Examinations and Tests" FAQ page at <http://www.cs.ny.gov/home/faq/#exam>
- Call the Exams Information Desk at the Department of Civil Service in the Albany area at 518-457-6216 or outside of the Albany area toll free at 1-877-697-5627.



Samples of the test questions and materials mentioned in this guide are presented on the following pages.

This guide was developed to give you a better understanding of what to expect on a written test. We hope it will help you do your best on your test.

## Sample Test Questions

Sample questions for the *Services Representative I*

*Subjects of Examination* on the examination announcement for the *Services Representative I* listed four subject areas:

- Arithmetic reasoning
- Educating and interacting with the public
- Office record keeping
- Understanding and interpreting written material

**ARITHMETIC REASONING:** These questions test for the ability to solve arithmetic problems which are presented in sentence or short paragraph form. Knowledge of addition, subtraction, multiplication, and division is necessary. Questions may also involve the use of percents, decimals, and fractions.

**TEST TASK:** For each question, you must read the problem, understand the situation presented, decide what must be done to answer the question, and apply the appropriate arithmetic operation(s), in the correct order, in order to arrive at the correct answer.

**SAMPLE QUESTION:**

Of the 300 people working at a medical facility, 14% are clerks. How many workers at the medical facility are not clerks?

- A. 42
- B. 86
- C. 258
- D. 286

**SOLUTION:** *To answer this question correctly, you must first determine what percent of the people working at the medical facility are not clerks. Since 14% are clerks, 86% (100% minus 14%) are not clerks. You must then convert 86% to its decimal value, 0.86, and multiply 300 by 0.86, to determine what 86% of 300 is (the number of workers at the medical facility who are not clerks). Since  $300 \times 0.86 = 258$ , the number of workers at the medical facility who are not clerks is 258 (choice C).*

*The correct answer to this sample question is C.*

**EDUCATING AND INTERACTING WITH THE PUBLIC:** These questions test for knowledge of techniques used to interact effectively with individual citizens and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

**TEST TASK:** You will be presented with a variety of situations in which you must apply knowledge of how best to interact with other people.

**SAMPLE QUESTION:**

A person approaches you expressing anger about a recent action by your department. Which one of the following should be your **first** response to this person?

- A. Interrupt to say you cannot discuss the situation until he calms down.
- B. Say you are sorry that he has been negatively affected by your department's action.
- C. Listen and express understanding that he has been upset by your department's action.
- D. Give him an explanation of the reasons for your department's action.

**SOLUTION:**

*Choice A is not correct. It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate him further.*

*Choice B is not correct. Apologizing for your department's action implies that the action was improper.*

*Choice C is the correct answer to this question. By listening and expressing understanding that your department's action has upset him, you demonstrate that you have heard and understand his feelings and point of view.*

*Choice D is not correct. While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.*

*The correct answer to this sample question is C.*

**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.

**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.

**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.**

<b>REPORT OF BUSINESS EXPENSES 3rd AND 4th QUARTERS (26 weeks)</b>				
	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				

<b>SUMMARY REPORT OF BUSINESS EXPENSES FOR 2009</b>							
	1st Quarter	2nd Quarter	1st Half	3rd Quarter	4th Quarter	2nd Half	Total for Year
Payroll Expenses	\$81,800	\$69,300	\$151,100			<b>R</b>	
Rental Expenses	22,500	22,500	45,000				
Equipment Expenses	5,235	3,545	8,780				<b>S</b>
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 **			<b>V</b>				
*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.							

**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.**

## **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.**

### 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%.

**UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

**TEST TASK:** For each question, you will be provided with a brief written selection, followed by a question and a set of alternative statements relating to the selection. You must choose the statement that best answers the question. Your answer should be based on the information found in the selection only, NOT on knowledge you may have about the subject from other sources.

**SAMPLE QUESTION:**

"The increasing demands upon our highways from a growing population and the development of forms of transportation not anticipated when the highways were first built have brought about congestion, confusion, and conflict, until the yearly toll of traffic accidents is now at an appalling level. If the death and disaster that traffic accidents bring throughout the year were concentrated into one calamity, we would shudder at the tremendous catastrophe. The loss is no less catastrophic because it is spread out over time and space."

Which one of the following statements concerning the yearly toll of traffic accidents is best supported by the passage above?

- A. It is increasing the demands for safer means of transportation.
- B. It has resulted in increased congestion, confusion, and conflict on our highways.
- C. It does not shock us as much as it should because the accidents do not all occur together.
- D. It has resulted mainly from the new forms of transportation.

**SOLUTION:** To answer this question correctly, you must evaluate each choice against the written selection and determine the one that is best supported by the written selection.

**Choice A:** *Nowhere in the passage does it say that there has been any demand for safer means of transportation. Someone who picks this choice may believe that there could be or should be a demand for safer transportation, but there is nothing in the passage to base it on. This choice is incorrect.*

**Choice B:** *The passage states that it is the congestion, confusion, and conflict which results in the high toll of traffic accidents and not the other way around. A person who picks this choice could either be confused as to which is the cause and which is the effect or not have read the choice carefully. This choice is incorrect.*

**Choice C:** *This choice is supported by the last two sentences in the passage. The writer says, "If ..., we would shudder." (A shudder is a response to shock.) The implication is that we don't shudder because traffic accidents do not all occur at the same time and place. The writer then points out that we should think of the yearly toll as being catastrophic (shocking) even though the accidents are spread out over time and space. This choice is supported by the information in the passage.*

**Choice D:** *There are two reasons given in the passage for the high accident rate. One is the development of new forms of transportation; the other is the increased highway use from a growing population. Neither one is described as the main reason. It is clearly incorrect to say that the new forms of transportation are the main reason. This choice is incorrect.*

*The correct answer to this sample question is C.*

**NEW YORK STATE DEPARTMENT OF CIVIL SERVICE  
Albany, New York 12239**

**ADMISSION NOTICE**

Social Security Number    XXX-XX-1326

DOE, JANE  
PO BOX 1  
ANY TOWN, NY 54321

Print any name, address, or social security number **CHANGES OR CORRECTIONS** here

Social Security Number

Last Name  First Name  MI

Street Address

City or Post Office  State  Zip Code

TEST DATE	REPORT BY	TEST LOCATION
January 1, 2020	9:30 A.M.	ANY TOWN HIGH SCHOOL 123 MAIN ST ANY TOWN, NY 54321
Do NOT report late. You may not be allowed to take the test.		
<b>BRING THIS NOTICE TO THE TEST</b>		

**THIS NOTICE CONTAINS IMPORTANT INFORMATION AND ADMITS YOU TO THE TEST.** Read this notice before the test date.

- Directions to your test center or a phone number to call for directions will be provided in this space.
- If food is **NOT** allowed, it will be stated here.

C	EXAM NO.	TITLE
A	21-331	Services Representative 1 -- Do not add to or change any of the exam numbers or titles --
<p>↑ <b>CALCULATORS:</b> If there is an "A" or an "R" in this column, quiet, hand-held, solar or battery powered calculators are allowed (A), or recommended (R). Devices with typewriter keyboards, "Spell-Checkers," "Personal Digital Assistants," "Address Books," "Language Translators," "Dictionaries," and any similar devices are prohibited unless there is a special notice above this box specifically authorizing them. If there is an "N" in the column, no calculating devices of any type are allowed.</p>		

**Affirmation:** I affirm under penalties of perjury that I have no prior knowledge of the contents of the test booklet or questions. I understand that the state of New York and the Department of Civil Service hold a common copyright over the test booklet and questions.

I agree, as a condition of being admitted to the examination, that I will not disclose to any person the contents of the test booklet or questions. I understand that I may be disqualified for violating these or any other conditions of taking the examination.

\_\_\_\_\_  
Sign in the presence of the test monitor

\_\_\_\_\_  
Date

**THIS NOTICE ADMITS YOU TO THE TEST. READ BOTH SIDES CAREFULLY**

1. Bring this notice with you to the test.
2. Bring identification that shows your name, signature and photograph (for example your driver's license, school ID or passport).
3. Bring at least two sharpened No. 2 pencils. DO **NOT** bring highlighters, rulers, etc.
4. You may bring a quiet lunch; however, no additional time will be allowed.
5. You **MAY NOT** bring cellular phones, beepers, headphones or other similar communication devices to the test site. Their use is strictly prohibited and can result in disqualification.
6. Smoking is strictly prohibited at all centers, including buildings and grounds.
7. Test center assignments are based on zip codes. If the center to which you have been assigned presents a significant hardship, please call (518) 474-1768, 474-1775, 474-1802, OR 474-9911 between 7:30 A.M. and 4:15 P.M. After business hours, you may leave a message. We cannot accept collect calls.
8. For emergency situations occurring on the test date, call one of the numbers listed above. Staff are available on the test date to accept your calls.
9. If you and other members of your household are taking the same examination(s) and are scheduled for testing on different days or times, you **MUST** call one of the phone numbers above to notify us.
10. To be admitted to the test, you must be present at the reporting time printed on the reverse side. You may not be allowed in the building earlier than one half hour before the time printed. Those who arrive late may not be allowed to take the test.
11. **Warning:** You must read and understand the affirmation on the front of this notice and sign it in the presence of the test monitor. Any possession of test questions and/or answers, even those reconstructed or transcribed from memory after administration of this test, may be considered an illegal act pursuant to Civil Service Law section 50(11).

**NOTE:**

\*This notice does not necessarily mean that you meet the minimum qualifications. Statements in your application may be investigated later.

New York State Department of Civil Service  
**CANDIDATE DIRECTIONS**

Candidate Identification Number

January 1, 2020

## Services Representative Series

1. Fill in your Candidate Identification Number (your Social Security Number) in the upper-right-hand corner of these directions.
2. Place your Admission Notice and Driver's License or other photo identification on your desk. The Monitor will come around the room to verify everyone's identity while you read these directions. Do not sign your Admission Notice until the Monitor tells you to do so.
3. Read the instructions on your answer sheet. Fill in your Candidate Identification Number (ID), today's date, the titles and numbers of the exams you are taking today, and the city or town, building, and room in which you are taking your exams.
4. Complete Part A of any purple Bio-Data Research Questionnaire that is on your desk. This is voluntary.
5. **Follow these general rules:**
  - Record all your answers on the separate answer sheets. You may write in the test booklet, but you will receive credit only for answers you record on the separate answer sheets.
  - Books or other reference materials **MAY NOT** be used. If you have any with you, put them under your seat.
  - Calculators **MAY** be used. Quiet, hand-held, solar- or battery-powered calculators are permitted. Devices with typewriter keyboards are prohibited.
  - The use of cell phones, pagers, headphones, and any other communication devices is strictly prohibited at this test site. Any use or display of these devices during the administration of the test can result in your disqualification. If you have such devices with you now, you must turn them off and place them out of sight. You **MAY NOT** use them during any restroom break you take outside of this room. Do not display these devices again until you have completed your examination and you have left the building.
  - Scratch paper: If needed, raise your hand. Put your ID number on each sheet provided.
  - Restrooms: If you need to use one during the exam, raise your hand.
6. **When you get your test booklets:**
  - Do not open your booklets until the Monitor directs you to do so.
  - Check the booklet numbers to make sure they are the correct ones as shown in step 11 of these directions. If you do not receive a booklet required for your examination, raise your hand and ask the monitor for the booklet number that you need.
  - Write your ID number, city or town, building, and room in the upper-right-hand corner of the front covers.
  - Count the number of sheets of paper (including the covers) that make up the booklets without looking inside. If your count does not agree with the number of sheets indicated on the booklet's front cover, raise your hand so the Monitor can give you a new test booklet. Failing to report missing pages may result in disqualification.
  - Raise your hand to signal the Monitor if during the test you find your test booklet is defective.
  - Enter the test booklet numbers in the appropriate spaces on your answer sheets.
7. **Review Opportunity:** The front cover of each test booklet will indicate which questions (if any) are open for candidate review before the answer keys are officially approved for use in rating the test papers. If you want to review these questions, ask for a "Review Information Sheet" when the Monitor comes to collect your papers. You must fill in the form on the bottom portion of that sheet and give it to the Monitor before you leave today. This is your only opportunity to request a review.
8. **When to start:** Do not begin until the Monitor tells you to do so. When the Monitor tells you to begin, write the time in the "Time Began" box on your answer sheet. You may then start answering the questions.
9. **When you are finished:**
  - Enter the time you finish in the "Time Ended" box on your answer sheet.
  - Arrange your papers with the Admission Notice on top, followed by the Bio-Data Research Questionnaire, answer sheets, test booklets, these directions, and all scratch paper.
  - Read step 7 (above) "Review Opportunity" and, if the opportunity for review exists, decide if you want to ask the Monitor for a "Review Information Sheet."
  - Raise your hand to signal the Monitor to come and collect all your papers.
10. **Time Allowance:** **4 Hours** to answer all questions you are required to answer in this series.

**IMPORTANT - CONTINUE WITH DIRECTIONS ON NEXT PAGE**

# How to Read the Candidate Directions

New York State Department of Civil Service  
**CANDIDATE DIRECTIONS**

Candidate Identification Number

January 1, 2020

## Services Representative Series

Begin here.  
Enter your Social Security Number.  
Read instructions.  
**Listen to the Monitor**

Answer Sheets

Prohibited Devices

**Test Booklet(s)**  
To determine which booklet(s) you need, see **step 11**.

**Do Not** open your Test Booklet(s) until you are told to do so.

Starting Exam

What to do when you **Finish** the Exam.

**TIME**  
allowance  
appears  
here

1. Fill in your Candidate Identification Number (your Social Security Number) in the upper-right-hand corner of these directions.
2. Place your Admission Notice and Driver's License or other photo identification on your desk. The Monitor will come around the room to verify everyone's identity while you read these directions. Do not sign your Admission Notice until the Monitor tells you to do so.
3. Read the instructions on your answer sheet. Fill in your Candidate Identification Number (ID), today's date, the titles and numbers of the exams you are taking today, and the city or town, building, and room in which you are taking your exams.
4. Complete Part A of any purple Bio-Data Research Questionnaire that is on your desk. This is voluntary.
5. Follow these general rules:
  - Record all your answers on the separate answer sheets. You may write in the test booklet, but you will receive credit only for answers you record on the separate answer sheets.
  - Books or other reference materials **MAY NOT** be used. If you have any with you, put them under your seat.
  - Calculators **MAY** be used. Quiet, hand-held, solar- or battery-powered calculators are permitted. Devices with typewriter keyboards are prohibited.
  - The use of cell phones, pagers, headphones, and any other communication devices is strictly prohibited at this test site. Any use or display of these devices during the administration of the test can result in your disqualification. If you have such devices with you now, you must turn them off and place them out of sight. You **MAY NOT** use them during any restroom break you take outside of this room. Do not display these devices again until you have completed your examination and you have left the building.
  - Scratch paper: If needed, raise your hand. Put your ID number on each sheet provided.
  - Restrooms: If you need to use one during the exam, raise your hand.
6. When you get your test booklets:
  - Do not open your booklets until the Monitor directs you to do so.
  - Check the booklet numbers to make sure they are the correct ones as shown in step 11 of these directions. If you do not receive a booklet required for your examination, raise your hand and ask the monitor for the booklet number that you need.
  - Write your ID number, city or town, building, and room in the upper-right-hand corner of the front covers.
  - Count the number of sheets of paper (including the covers) that make up the booklets without looking inside. If your count does not agree with the number of sheets indicated on the booklet's front cover, raise your hand so the Monitor can give you a new test booklet. Failing to report missing pages may result in disqualification.
  - Raise your hand to signal the Monitor if during the test you find your test booklet is defective.
  - Enter the test booklet numbers in the appropriate spaces on your answer sheets.
7. Review Opportunity: The front cover of each test booklet will indicate which questions (if any) are open for candidate review before the answer keys are officially approved for use in rating the test papers. If you want to review these questions, ask for a "Review Information Sheet" when the Monitor comes to collect your papers. You must fill in the form on the bottom portion of that sheet and give it to the Monitor before you leave today. This is your only opportunity to request a review.
8. When to start: Do not begin until the Monitor tells you to do so. When the Monitor tells you to begin, write the time in the "Time Began" box on your answer sheet. You may then start answering the questions.
9. When you are finished:
  - Enter the time you finish in the "Time Ended" box on your answer sheet.
  - Arrange your papers with the Admission Notice on top, followed by the Bio-Data Research Questionnaire, answer sheets, test booklets, these directions, and all scratch paper.
  - Read step 7 (above) "Review Opportunity" and, if the opportunity for review exists, decide if you want to ask the Monitor for a "Review Information Sheet."
  - Raise your hand to signal the Monitor to come and collect all your papers.
10. Time Allowance: **4 Hours** to answer all questions you are required to answer in this series.

**IMPORTANT - CONTINUE WITH DIRECTIONS ON NEXT PAGE**

B1ADXL/XC-tmc

Orange

## How to Determine What Questions You Are to Answer

Carefully follow these bulleted steps.

The Example Test Plan Chart shows three booklets (888-A, 889-A, and 890-A). The left column shows the number of the test plan that corresponds to the respective Examination Number (Exam No.) and Title. For example, Test Plan 3 includes the following blocks of questions:

Test Plan No.

Exam No.

Booklet 888-A 31-45  
 Booklet 889-A 16-60  
 Booklet 890-A 1-60

### Services Representative Series

January 1, 2020

11. **Questions to answer:** You are responsible for determining which test questions you are to answer and which test booklets you need. The Monitor is not permitted to assist you in this.
- Follow these directions and use the Examination Listing and the following chart to determine which questions you are to answer.
  - Circle the number of each examination you are taking on the Examination List. If you cannot find your exams on the list, raise your hand.
  - Read across each row and circle the Test Plan Number at the end of the row.
  - Look at the chart below. Circle each Test Plan Number that you circled on the Examination List.
  - Read across each row in which you circled the Test Plan Number and circle each X in that row.
  - Answer the blocks of questions indicated at the top of each column with a circled X.

For Example: If there were a column labeled "Questions 16 to 30," an X in that column would mean that you should answer the block of 15 questions, from Question 16 to and including Question 30.

Note: In the last column is the total number of questions to be answered for each Test Plan. If you are taking exams in more than one Test Plan, answer questions in every column in which you have circled at least one X. You should answer a block of questions only once.

Test Plan Chart

Test Plan No.	Test Booklet 888-A				Test Bklt 889-A			Test Bklt 890-A	Total Number of Questions
	Questions				Questions			Questions	
	1 to 15	16 to 30	31 to 45	46 to 75	1 to 15	16 to 45	46 to 60	1 to 60	
1	X	X	X	X	X	X			120
2		X	X		X		X		60
3			X		X	X		X	120

Examination List

State Exams	Exam No.	Title	Test Plan No.
	21-331	Services Representative 1	1
	31-336	Services Representative 2	2
	31-337	Services Representative 3	3

12. Special Instructions: None

# DO NOT WRITE ON THIS SIDE OF YOUR ANSWER SHEET

## HOW TO FILL IN YOUR ANSWER SHEET

Read these instructions carefully. If you do not follow these instructions, your paper may not be scored properly.

- Use only a Number 2 pencil.
- Completely erase any marks you wish to change.
- DO NOT make stray marks or smudges on either side of this sheet.
- DO NOT bend or fold any part of this sheet.
- Completely fill in the circle with dark pencil marks.

Example:

Correct 1 ○ ● ○ ○ ○  
 Wrong 2 ○ ⊗ ○ ○ ○  
 Wrong 3 ○ ○ ⊗ ○ ○  
 Wrong 4 ○ ○ ○ ● ○

IDENTIFICATION NO. – This number is on your Admission Notice or is the number you entered on your Identification Card. Print your Identification Number in the left column AND fill in the circle next to each one with the same number in it.

EXAMINATION NO(S) AND TITLE(S) – Write the number and title of each examination you are taking in this space.

See Sample.

EXAMPLE:

<b>SAMPLE</b>		<b>IDENTIFICATION NO.</b>										<b>EXAM NO(S).</b>		<b>TITLE</b>	
9	0	1	2	3	4	●	6	7	8	9	00-000		WORKER I		
5	0	●	1	2	3	4	5	6	7	8	9	00-001		SUPERVISOR III	
9	0	1	2	3	4	●	5	6	7	8	9				
E	A	B	C	D	●	F	G	H	I	J					

TEST BOOKLET NO. – This number is on the front cover of your Test Booklet in large print. Write the number of the Test Booklet you use on the Answer Sheet. Write in the number AND fill in the circle for each. See sample above.

TIME BEGAN—TIME ENDED – Write the time you start in the Time Began box. Write the time you finish in the Time Ended box. See sample above.

YOUR ANSWERS – The questions to be answered on this Answer Sheet each have four possible answers, lettered A, B, C, D. For each question, pick the one best answer and fill in the space on your Answer Sheet under the same letter as your answer. Be sure the space you fill in is next to the same number as the number of the question you are answering. If your instructions tell you to skip questions in the Test Booklet, be sure to skip the matching spaces on the Answer Sheet for those questions too. MARK ONLY ONE ANSWER FOR EACH QUESTION.

Sample Question:

1. The capital of New York State is:
- A. Albany
  - B. Buffalo
  - C. Syracuse
  - D. Elmira

A B C D

1 ● ○ ○ ○

A B C D

2 ○ ○ ○ ○

A B C D

3 ○ ○ ○ ○

**PERSONAL PRIVACY PROTECTION LAW NOTIFICATION** – The information you provide on this application is being requested in accordance with section 50 of the Civil Service Law, particularly subdivisions (1) and (3) for the principle purpose of administering a civil service examination. The information will be used in accordance with section 96(1) of the Personal Privacy Protection Law, particularly subdivisions 9(b), (e), and (f). Failure to provide the information requested may prevent you from participating in the examination or from being appointed. This information will be maintained by the Director, Testing Services Division, NYS Department of Civil Service, Albany, NY 12239. For information relating only to the Personal Privacy Law, call (518) 457-9375.

Test Date: January 1, 2020

Candidate Identification Number	
Held at: (City, Town)	
Building	Room

## Services Representative Series

TEST BOOKLET  
NUMBER

**888-A**

Mark your answer sheet  
to look exactly like this 

(Make sure you fill in your answers  
to the correct questions under the  
correct test booklet number on  
your answer sheet.)

	TEST BOOKLET NO.	TO NUMBER
♀	ⓐ ⓑ ⓒ ⓓ ⓔ ⓕ ⓖ ⓗ ⓘ	
♀	ⓑ ⓓ ⓔ ⓕ ⓖ ⓗ ⓘ ⓙ ⓚ	
♀	ⓓ ⓔ ⓕ ⓖ ⓗ ⓘ ⓙ ⓚ ⓛ ⓜ ⓝ	
A	ⓔ ⓕ ⓖ ⓗ ⓘ ⓙ ⓚ ⓛ ⓜ ⓝ ⓞ ⓟ	

- **DO NOT OPEN** your test booklets until the Monitor tells you to do so.
- SHEETS OF PAPER in this test booklet (including covers): **13**
- QUESTIONS in this test booklet: **75**
- REFER to step 11 of your candidate directions to determine which test questions you are to answer and which test booklets you need.
- ANSWER SHEET to use: **Orange** ink (XD-43). One is required for this test booklet.

\* \* \* \* \*

- REVIEW OPPORTUNITY: Questions 1-15, 31-45 are open for candidate review.

\* \* \* \* \*

**WARNING:** This booklet, the test questions, the key answers, your answers, scratch papers, notes, and all other material relating to this test are the property of the New York State Department of Civil Service. Candidates may not remove copies of this material from the premises of the test or review room. Any removal, reproduction, reconstruction, transcription, or other use of this material, including reconstruction or transcription from memory after administration of this test, may be considered an illegal act pursuant to Civil Service Law section 50(11) and thereby punishable by imprisonment and/or fine.

© 2000 New York State Department of Civil Service

Test Date: January 1, 2020

Candidate Identification Number	
Held at: (City, Town)	
Building	Room

### Services Representative Series

TEST BOOKLET NUMBER

**888-A**

Mark your answer sheet to look exactly like this



(Make sure you fill in your answers to the correct questions under the correct test booklet number on your answer sheet.)

	TEST BOOKLET NO.										TIME BEGAN
?	0	1	2	3	4	5	6	7	8	9	
?	0	1	2	3	4	5	6	7	8	9	TIME ENDED
?	0	1	2	3	4	5	6	7	8	9	
A	●	B	C	D	E	F	G	H	I	J	

Each test booklet requires a separate answer sheet. The test booklet number must be entered on the answer sheet. Above is an example of how to fill out an answer sheet for a Test Booklet with the number 888-A.

- **DO NOT OPEN** your test booklets until the Monitor tells you to do so.

- SHEETS OF PAPER in this test booklet (including covers):

**13**

The monitor will ask you to count the sheets of paper in your booklet to ensure your booklet is complete.

- QUESTIONS in this test booklet: **75**
- REFER to step 11 of your candidate directions to determine which test questions you are to answer and which test booklets you need.

Be sure that you are answering the correct block of questions, and that the answer number on the answer sheet matches the question number in the booklet.

- ANSWER SHEET to use: **Orange** ink (XD-43). One is required for this test booklet.

Enter only those EXAM NO(S). and TITLES that appear on your admission notice!  
Be certain to record your answers on the ORANGE ink answer sheet.

\* \* \* \* \*

- REVIEW OPPORTUNITY: Questions 1-15, 31-45 are open for candidate review.

The Review Opportunity informs you about which, if any, questions and answers can be reviewed. This session is usually held at State Review Centers between 9:00 a.m. – 1:00 p.m. on the Saturday following the date of the exam.

\* \* \* \* \*

**WARNING:** This booklet, the test questions, the key answers, your answers, scratch papers, notes, and all other material relating to this test are the property of the New York State Department of Civil Service. Candidates may not remove copies of this material from the premises of the test or review room. Any removal, reproduction, reconstruction, transcription, or other use of this material, including reconstruction or transcription from memory after administration of this test, may be considered an illegal act pursuant to Civil Service Law section 50(11) and thereby punishable by imprisonment and/or fine.

You will be advised on your Admission Notice whether or not calculators are permitted.

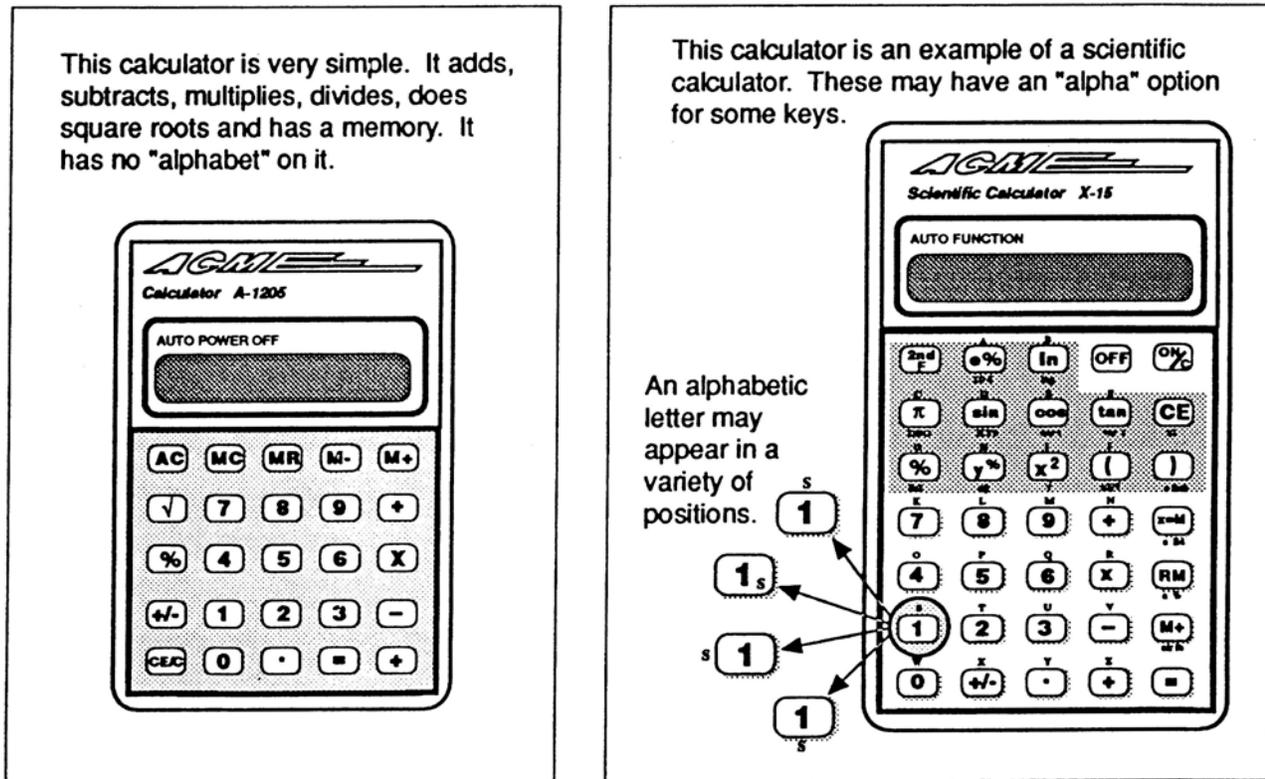
If calculators are permitted, they must be quiet, hand-held, solar- or battery-powered.

Devices with typewriter keyboards such as computer, spell-checkers, personal digital assistants, address books, language translators, dictionaries, cell phones, and any similar devices are prohibited.

Depicted below and on the following page are examples of permitted and not permitted calculators.

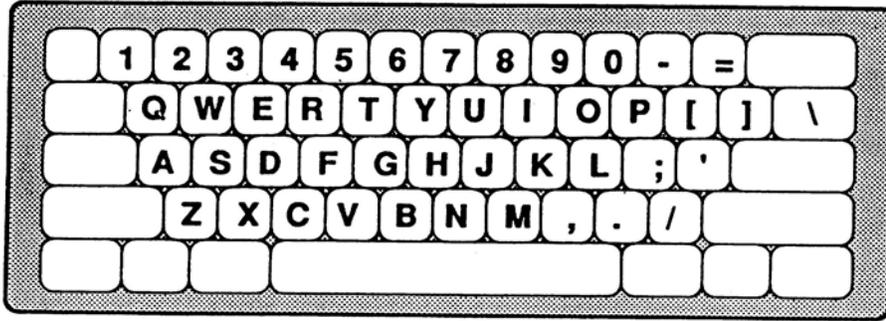
## PERMITTED CALCULATORS

Pictured below are two examples of calculators that ARE permitted.



## CALCULATORS THAT ARE NOT PERMITTED

Any devices with keyboards set up like a typewriter are NOT permitted.



This is an example of a typical typewriter keyboard.

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](http://www.cs.ny.gov)



New York State  
Department of Civil Service  
Albany, NY 12239

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November 2012**