Postal Service
Practice Exam
Sample Exam # 1

Exam
MC 474, MH 475,
MP 476, CS 477

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INTRODUCTION

PLEASE READ THIS INTRODUCTION FIRST – IMPORANT

Postal Service employment includes great pay and benefits, paid holidays off, advancement potential and job security. As part of the hiring process for a Postal Service career position, you will be required to take an exam. Please refer to the Postal Service section of the separate Guide for a detailed description of the hiring process. There are 4 exams covered here. They are covered together here, because the exams are similar in their content. The Postal Service exams covered here are NOT designed to see how smart you are. These exams are designed to see if you are a good fit for the position. PREPARATION for the exam is the key to success. By going through the material we cover here, you WILL be prepared and you can therefore be successful. So, if you're not typically a good test taker, don't worry, we will prepare you here so you can be successful.

The Postal Service refers to this exam as an "assessment". So during this process the words "exam" and "assessment" refer to the same thing. The Postal Service uses a system called the Virtual Entry Assessment or VEA for short. So you may also see "VEA" in some places, this simply refers to the system the Postal Service uses for the exam process. Please refer to the separate Guide for a more detailed description of the Postal Service VEA exam system. You do NOT have to take the same exam repeatedly. Once you take an exam and pass it, that makes you eligible for ANY position that requires that same exam.

Some Postal Service exams give a numeric score while other Postal Service exams give an "Eligible" (passed) or "Ineligible" (failed) score. On exams with a numeric score, a score of 70% is passing. We will provide you with an answer grid and an answer key, so you can check your answers and determine a score. But keep in mind that some sections such as the "Tell Us Your Story" section (described later in this intro), depend upon your personal history and experience (if any). So scoring that section is dependent upon you. For that section, we will simply give you the best answers, in their order.

The chart below shows you the types of positions that are covered by each exam.

Position types covered	Exam number
Mail Carrier positions (Mail Delivery positions)	MC 474
Mail Handler positions	MH 475
Mail Processing positions (Mail Processor)	MP 476
Customer Service positions, also known as Sales Service & Distribution positions (Postal Clerk)	CS 477

Please note the exams above are also called: VEA 474 or Mail Carrier exam, VEA 475 or Mail Handler exam, VEA 476 or Mail Processor exam, VEA 477 or Customer Service exam

Each exam includes certain sections. We have listed below a chart that outlines which exam contains which sections. Please note the PREVIOUS chart for the position type and exam number AND then refer to the chart BELOW for the exact sections included in that exam.

Exam Number	Sections Included
MC 474	• Tell Us Your Story • Describe Your Approach • Work Scenarios
MH 475	• Tell Us Your Story • Describe Your Approach • Work Scenarios • Check for Errors
MP 476	• Tell Us Your Story • Describe Your Approach • Work Scenarios • Check for Errors
CS 477	• Tell Us Your Story • Describe Your Approach • Work Situations (same as "Work Scenarios") • Work Your Register

We will now describe each section of the exam, it is CRITICAL to understand each section, as these sections combined, create the exam (different sections for each exam as outlined in the chart above). Before the actual exam sections begin, we will give you important **Tips and Suggestions** on the best way to answer questions in that section. But below is a summary of each section.

Tell Us Your Story – questions about various aspects of any past jobs you may have had (don't worry if this is your first job, the questions allow you to simply answer if this is your first job), your attendance record, how your supervisor might rate you and working relationship with co-workers

Describe Your Approach – questions about how you deal with people, your attitudes toward certain aspects of work, how you would personally react in certain circumstances

Work Scenarios (Work Situations) – statements that describe possible work situations and then asking you what you would do or not do in those work situations

Check for Errors (exam MH 475 and exam MP 476 only) – this section tests your ability to notice differences in sets of numbers, determining whether sets of numbers are alike or different

Work Your Register (exam CS 477 only) – this section tests your ability to determine the fewest number of bills and coins when giving out change at a register, despite the name of this section, this is not a test of working an actual register

IMPORTANT

These exams are designed to determine if you are a good fit for the position. As you go through the exam, keep in mind, the Postal Service has created a profile with the employee traits and behaviors of the type of person the Postal Service feels would be most successful in the position. So First, you MUST realize the TYPE of person and employee traits the Postal Service is looking for. It is critical that you keep that in mind. The good news is that we will show you the type of person and employee traits the Postal Service is looking for. That way, no matter the question, you will know the best way to handle each question. Second, you need to understand the position, please refer to the job descriptions outlined in the Postal Service section of the separate Guide. The key to being successful on this exam is making sure that you know the type of individual and employee traits that the Postal Service is looking for in that job and understanding that job. To be successful on this type of exam, you MUST constantly remind yourself of the type of individual and employee traits that the Postal Service is looking for. We are not telling you to be untruthful, we are advising you as to the type of person and employee traits the Postal Service is looking for.

CRITICAL INFORMATION

We will now go over the type of person (employee traits) the Postal Service is looking for through the exam. It is very important that you keep these employee traits in mind as you take the exam. These employee traits below are covered ALL throughout the exam, so it's CRITICAL that you understand these employee traits. Also keep in mind as you take the exam, the position description, as you need to show that you are a good fit for that position.

Team Player – you need to show that you are willing and able to be a team player, by helping out your co-workers as needed to achieve the common goal of providing service to the public

Conscientiousness – this refers to following attendance rules, acting openly and honestly with co-workers and the public, not blaming others for mistakes

Positivity – being positive as you interact with both co-workers and the public, having a positive outlook on situations

Conformity – this refers to being able to work under supervision and conforming to work related rules, procedures and regulations

Social abilities – Postal Service employees need to interact with both co-workers and the public, so you need to show that you can communicate with people, get along well with others, be friendly and have an outgoing personality

Persistence – showing that you can persevere through challenges in order to complete tasks

Confidence – being confident about yourself and in your decisions; self-assured in your interactions with others

Routine oriented – many Postal Service positions depend upon a person's ability to follow a routine and perform the job successfully under those circumstances

Empathy – demonstrating that you have the ability to care and understand people's feelings

Time management – showing that you have the ability to complete tasks in a set amount of time

Resilience – this means being able to handle pressure effectively and work well in a fast paced environment

Organization – As many Postal Service positions depend upon a routine, it is important that you show you are able to keep things in order to accomplish tasks

Motivation and Drive – As some Postal Service positions work somewhat independently, you need to show that you are an ambitious person and can drive yourself to complete tasks

Hard working – As with any employer, the Postal Service is looking for people who are willing to work hard and go "above and beyond" expectations

Goal oriented – Since many positions have a routine and a set number of tasks that need to be completed by the end of the day, you need to show that you can set goals and achieve or surpass those goals

Personal accountability – this refers to being responsible for your actions and not tending to blame others

Final Note – Your state of mind is very important while taking this exam. In some sections, you will be asked the same *type* of question over and over, but simply described in different ways. It will be very important for you to remain consistent in how you answer these questions. It's EXTREMELY important that you take the exam in a quiet place where you will NOT be distracted. You will not be able to answer the questions correctly AND consistently, if you are being interrupted during the exam.

Tell Us Your Story (MC 474, MH 475, MP 476, CS 477)

Description - In this section, you will be asked questions about various aspects of any past jobs you may have had (don't worry if this is your first job, the questions allow you to simply answer if this is your first job), your attendance record, how your supervisor might rate you and working relationship with co-workers. The questions are presented and you will have a series of choices for your answer. For the purpose of ALL the questions in this section, please treat military experience as one employer.

Tips and Suggestions - When completing this section, give yourself the benefit of the doubt, don't be afraid to be confident about yourself and any past employment. Sometimes people tend to have a negative view of themselves or their past, that is NOT advisable on this section. You need to be as positive about yourself as possible when answering the questions in this section. For example, there may be a question about how a past supervisor (if any) might rate you. Don't assume that you are simply average or below. Again, try to put yourself in the best light you possibly can with your answers in this section. Remember, you're trying to present yourself as the best possible potential employee. Also, if you have any prior work experience, make sure that your answers here align with any past jobs you may have had. For example, you may be asked a question about the amount of time you stayed with a previous employer. Make sure that this information lines up with your application.

1. Have you ever left a job voluntarily before getting a new job?

a. Yes
b. No
c. Not applicable – this is my first job

2. How would your most recent supervisor rate your performance compared to your co-workers, if contacted?

a. The very best
b. Among the best
c. Above average
d. Average
e. Needing some training
f. Needing substantial training

3. How many unexcused absences is acceptable before some type of formal discipline is given?

a. None
b. 1-2 times per year
c. 3-4 times per year
d. 5-7 times per year
e. 8-10 times per year
f. 11-15 times per year
g. More than 15 times per year

4. How would your most recent supervisor rate the quality of your work compared to your co-workers, if contacted?

a. The very best
b. Among the best
c. Above average
d. Average
e. Needing some training
f. Needing substantial training

5. In the last four years, how many different jobs have you left voluntarily?

a. 0
b. 1
c. 2
d. 3
e. 4-5
f. More than 5
g. Not applicable – this is my first job

6. How many unexcused absences per year did you have in your most recent job?

a. None
b. 1-2 times per year
c. 3-4 times per year
d. 5-7 times per year
e. 8-10 times per year
f. More than 10

7. How would your most recent supervisor rate your punctuality compared to your co-workers, if contacted?

a. The very best
b. Among the best
c. Above average
d. Average
e. Needing some training
f. Needing substantial training

8. What is the duration of time you stayed with your most recent employer before voluntarily leaving?

a. I did not voluntarily leave my most recent employer
b. Less than 6 months
c. 6 months – 1 year
d. 1-2 years
e. 2-5 years
f. More than 5 years
g. Not applicable – this is my first job

9. What is the number of full-time jobs you have left voluntarily within one month of starting?

a. 0
b. 1
c. 2
d. 3
e. 4-5
f. More than 5
g. Not applicable – this is my first job

10. How would your most recent supervisor rate your attendance compared to your co-workers, if contacted?

a. The very best
b. Among the best
c. Above average
d. Average
e. Needing some training
f. Needing substantial training

11. What is the number of times you have been disciplined for violating a work policy (e.g., job procedures, safety regulations)?

a. 0
b. 1-2
c. 3-4
d. 5-6
e. 7-10
f. More than 10
g. Not applicable – this is my first job

12. How would your most recent supervisor rate your drive to be a top performer compared to your co-workers, if contacted?

a. Extremely high
b. Fairly high
c. Above average
d. Average
e. Fairly low
f. Extremely low

13. How would your most recent supervisor rate your customer service skills, if contacted?

a. The very best
b. Among the best
c. Above average
d. Average
e. Needing some training
f. Needing substantial training

14. What is the longest duration of time you have stayed with one employer without voluntarily leaving?

a. Less than 6 months
b. 6 months – 1 year
c. 1-2 years
d. 2-5 years
e. 5-10 years
f. More than 10 years
g. Not applicable – this is my first job

15. How many unexcused tardies did you have per month in your most recent job?

a. None
b. 1-2
c. 3-4
d. 5-7
e. 8-10
f. More than 10

16. How would your most recent supervisor rate your verbal communication skills compared to your co-workers, if contacted?

a. The very best
b. Among the best
c. Above average
d. Average
e. Needing some training
f. Needing substantial training

17. How many times have you been given special recognition for doing good work?

a. 0
b. 1
c. 2
d. 3-4
e. 5-6
f. 7-10
g. More than 10
h. Not applicable – this is my first job

18. How long do you expect to stay with this organization?

a. Less than 6 months
b. 6 months – 1 year
c. 1-2 years
d. 2-5 years
e. 5-10 years
f. More than 10 years

19. How many organizations have you left voluntarily in the last four years?

a. 0
b. 1
c. 2
d. 3
e. 4-5
f. More than 5
g. Not applicable – this is my first job

20. How would your most recent supervisor rate your compliance with safety regulations on the job, if contacted?

a. Outstanding
b. Well above average
c. Above average
d. Average
e. Needing some training
f. Needing substantial training
g. Not applicable – this is my first job

Describe Your Approach (MC 474, MH 475, MP 476, CS 477)

Description - In this section, you will be asked questions about how you deal with people, your attitudes toward certain aspects of work and how you would personally react in certain circumstances. You will be presented with two statements. You will then be given a choice of stating whether one of those statements is most like you or somewhat like you. You first have to decide which of the two statements applies to you. Once you pick a statement that applies to you, you then have to decide whether that statement is somewhat like you or most like you. In other words, you need to first decide which of the two statement sounds like you more than the other statement. Then once you have picked that statement, you then need to decide if that statement is a lot like you or just sort of like you. Please be aware that these questions may have two statements that are similar, that are completely opposite or seemingly have no connection to each other at all.

Tips and Suggestions – The point of this section is to determine if you are the best fit for the position, by asking you questions that determine your employee traits and personality. The good news is that YOU have the power to help determine that with your answers. **BEFORE** doing this section, PLEASE go back and read the list of employee traits that the Postal Service is looking for, that was given during the Introduction. This is a section where it will be **VERY IMPORTANT** to have those employee traits in mind as you answer the questions. There will be many questions in this section, some of which will appear to be the same question being asked over and over again in a slightly different way. The exam is designed that way, to see if you will be CONSISTENT in your answers. It will be important to be consistent throughout this section. It's important that you evaluate each question and select the answer that allows your best self to show. Generally, on this type of exam section, instructions would say to work quickly, because they do not want you really thinking about the question. BUT, it's in YOUR best interest that you do think about the question and be sure of your best answer. So, essentially work as quickly as you can, BUT be absolutely sure that the answer reflects the best portrait of yourself.

In the series of statements below, determine which ONE statement is most like you or somewhat like you.

1. (a) Working hard usually leads to success
(b) Success comes from some luck and hard work

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

2. (a) I feel uncomfortable speaking in front of new people
(b) I fit in quickly with new people

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

3. (a) My goals are clear to me
(b) I don't normally feel driven to succeed

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

4. (a) I blame others if I am interrupted by co-workers
(b) I tend to help co-workers complete their tasks

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

5. (a) I usually keep to myself
(b) I tend to be an outgoing person

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

6. (a) I tend to finish work tasks each day
(b) As long as I tried my best, it's okay not to finish work tasks

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

7. (a) I operate best with realistic goals
(b) I like to work when my goals challenge me

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

8. (a) I'm usually fair to others
(b) Sometimes I treat people unfairly

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

9. (a) Sometimes I am rude to other people
(b) I normally am not rude to other people

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

10. (a) I tend to focus on getting my own job completed
(b) I sometimes sacrifice my time to help co-workers

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

11. (a) I am bold in taking action
(b) I normally avoid risk and am cautious in taking action

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

12. (a) My career goals are a high priority to me
(b) I tend to take my career as it comes

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

13. (a) I tend to work best setting my own work tasks
(b) I feel comfortable being supervised at work

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

14. (a) I tend to work well when rules are set
(b) I sometimes bend the rules as needed

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

15. (a) I prefer a relaxed work environment
(b) I work best in a fast-paced work environment

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

16. (a) I hold myself accountable for mistakes that are made
(b) I tend to blame others for mistakes that are made

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

17. (a) Setting very high goals usually leads to disappointment
(b) I work best when the goals are challenging to meet

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

18. (a) I tend to be an optimistic person
(b) I usually see the downside in situations

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

19. (a) I work best when I am busy at work
(b) I prefer to work at a reasonable pace

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

20. (a) I normally meet my work expectations
(b) I usually go beyond expectations at work

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

21. (a) People that are successful tend to be luckier than others
(b) People that are successful tend to work harder than others

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

22. (a) I frequently help co-workers complete their work
(b) I think people should be accountable for completing their own work

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

23. (a) I tend to be an obedient person
(b) I normally don't obey rules that are unreasonable

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

24. (a) It's difficult for me to get used to new situations
(b) It's easy for me to feel comfortable in new situations

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

25. (a) I am not usually mean to other people
(b) I sometimes feel like getting back at other people who were mean to me

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

26. (a) I am sometimes unkind to others
(b) I tend to help other people who need it

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

27. (a) I don't like to plan things in advance
(b) I tend to plan things out before beginning a task

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

28. (a) I tend to work well under supervision
(b) I do not like to be supervised

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

29. (a) I tend to set goals that are challenging to reach
(b) I set my goals so they are reasonable to reach

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

30. (a) It's not easy for me to tell how someone is feeling
(b) I can normally tell how someone is feeling

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

31. (a) I make sure to complete my work tasks before I leave work each day
(b) As long as I work hard, it's ok not to complete my work tasks each day

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

32. (a) I treat everyone fairly
(b) I sometimes treat people unfairly

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

33. (a) I am sometimes rude to people
(b) When someone is rude to me, I am usually not rude to them

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

34. (a) I tend to look for the things that might go wrong
(b) I usually look at the upside of any scenario

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

35. (a) I tend to be an outgoing person
(b) I tend to be a reserved person

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

36. (a) I think people should tell you when they're upset
(b) I tend to notice when someone's upset

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

37. (a) I work well in a routine
(b) I tend to take things as they come

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

38. (a) I work well in stressful situations
(b) I like to avoid stressful situations

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

39. (a) On occasion I am unfair to people
(b) I tend to be fair to everyone

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

40. (a) I tend to see the bright side of situations
(b) I tend to prepare for what might go wrong

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

41. (a) If I disagree with the directions at work, I do what I think is best
(b) At work, I generally do what I'm told to do

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

42. (a) I generally can stay focused during routine work
(b) I tend to get bored doing the same type of task

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

43. (a) At work, I always meet my work expectations
(b) I usually do more than what's expected of me at work

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

44. (a) I tend not to interact with new people
(b) I interact with new people fairly easily

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

45. (a) I can be counted on to finish work tasks given to me
(b) I try to finish work tasks that are given to me

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

46. (a) I don't believe it's required to help others at work
(b) I tend to help co-workers when I can

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

47. (a) I can generally determine someone's feelings
(b) I am usually unable to determine someone's feelings

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

48. (a) I like people who are polite and obedient more than those who are care free
(b) I like people who are care free and adventurous

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

49. (a) I'm the type of person that lives for today
(b) I like to plan out events in my life

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

50. (a) I tend to be able to handle whatever happens in life
(b) Sometimes obstacles in life are too difficult to conquer

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

51. (a) I sometimes get upset with my co-workers
(b) I don't usually get upset with my co-workers

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

52. (a) Sometimes I talk behind people's backs
(b) I don't normally talk about someone behind their back

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

53. (a) In a group of people, it's easy for me to lead a conversation
(b) When with a group of people, I tend to wait for someone else to talk

A. Most like (a)
B. Somewhat like (a)
C. Somewhat like (b)
D. Most like (b)

Work Scenarios (MC 474, MH 475, MP 476, CS 477)

Description - In this section you will be given statements that describe possible work scenarios or situations you might encounter on the job. You will then be asked what you would MOST likely do and LEAST likely do in those work situations.

Tips and Suggestions – BEFORE doing this section, **PLEASE** go back and read the list of employee traits that the Postal Service is looking for, that was given during the Introduction. It will be **VERY IMPORTANT** to have those employee traits in mind as you answer the questions. Also, make sure you understand the position, please refer to the job descriptions outlined in the Postal Service section of the separate Guide. By their nature, these questions/situations are more involved. So it will be important that you spend the time to make sure that you fully understand the question/situation before picking your answers. We strongly advise you to read the question/situation at least twice, *before* picking your answer. Many of the answer choices may seem reasonable to you. But you must simply choose the most and least likely actions you would take. When you are being asked to answer what you would MOST likely do, pick the strongest answer in your mind. When you are being asked what you would LEAST likely do, pick what would appear to you to be the WORST thing to do in that situation. Below is a list of specific additional **TIPS** to keep in mind:

- One key to these types of questions, is not to look at them from the viewpoint of what *would* you do in this situation, but more importantly, what *should* you do in this situation. In other words, think of these questions in such a way that you are picking what *should* happen.
- Don't allow yourself to get confused when reading the possible answers. You may need to read each answer a couple of times to make sure that you understand what that answer is saying in terms of an action.
- Active responses where you are showing a willingness to help are generally better than other passive responses.
- Consider answers based upon their effectiveness in the situation, solving a problem
- When faced with a confusing or detailed situation, try to describe the situation in one, more simple statement in your mind. For example, this situation is dealing with an upset customer or this situation is about team work, etc. This allows you to simplify the situation, to allow you to pick better answers.

Below you will find work scenarios for MC 474, MH 475, MP 476, CS 477

MC 474 Work Scenarios

1. A customer moved from one apartment to another in the same building. He is upset that he has not been getting his mail and asks you to give him his mail now, but you know you can't until he changes his mailing address by using the change of address form. What would you **MOST** likely do?

a. Inform the customer that for his protection, it's postal policy that he changes his mailing address in order to receive mail.
b. Tell the customer that you don't know if he is telling you the truth about his change of address and therefore you can't give him his mail.
c. Let the customer know that he is responsible for filling out a change of address form and you can't assist him until he does.
d. Tell the customer that you understand why he is upset. Then offer your assistance on how to complete the change of address form so he can receive his mail.

2. A customer moved from one apartment to another in the same building. He is upset that he has not been getting his mail and asks you to give him his mail now, but you know you can't until he changes his mailing address by using the change of address form. What would you **LEAST** likely do?

a. Inform the customer that for his protection, it's postal policy that he changes his mailing address in order to receive mail.
b. Tell the customer that you don't know if he is telling you the truth about his change of address and therefore you can't give him his mail.
c. Let the customer know that he is responsible for filling out a change of address form and you can't assist him until he does.
d. Tell the customer that you understand why he is upset. Then offer your assistance on how to complete the change of address form so he can receive his mail.

3. While delivering mail on your route, a customer approaches you and says that his local post office is out of a product he needs. He says he needs this product today and doesn't have time to drive around to different post offices. What would you **MOST** likely do?

a. Tell the customer to call the supervisor at his local post office and file a complaint.
b. Offer to let the customer know when the item is available.
c. Ask permission from your supervisor to pick up the product from another post office.
d. Talk to the customer to determine what the customer needs this product for and offer an alternative product that is in stock.

4. While delivering mail on your route, a customer approaches you and says that his local post office is out of a product he needs. He says he needs this product today and doesn't have time to drive around to different post offices. What would you **LEAST** likely do?

a. Tell the customer to call the supervisor at his local post office and file a complaint.
b. Offer to let the customer know when the item is available.
c. Ask permission from your supervisor to pick up the product from another post office.
d. Talk to the customer to determine what the customer needs this product for and offer an alternative product that is in stock.

5. As you are delivering mail, a customer asks you how to track a package on the postal service website. What would you **MOST** likely do?

a. Tell the customer how to track the package and tell them you will check back with them to see if they had any problems.
b. Go with the customer and track the package yourself on their computer.
c. Explain how to track the package on the website and ask the customer if they need assistance with anything else.
d. Tell the customer to go to their local post office and ask the clerk for assistance.

6. As you are delivering mail, a customer asks you how to track a package on the postal service website. What would you **LEAST** likely do?

a. Tell the customer how to track the package and tell them you will check back with them to see if they had any problems.
b. Go with the customer and track the package yourself on their computer.
c. Explain how to track the package on the website and ask the customer if they need assistance with anything else.
d. Tell the customer to go to their local post office and ask the clerk for assistance.

7. You notice that a co-worker is having some difficulty performing a certain work task. This is making it difficult for everyone to complete their tasks. What would you **MOST** likely do?

a. Tell the co-worker if they have any questions, to let you know.
b. Inform your supervisor that you think this co-worker might perform better in another job.
c. Talk to the co-worker and offer your advice on how to better perform the task.
d. Do your job and assume that over time your co-worker will get better at the task.

8. You notice that a co-worker is having some difficulty performing a certain work task. This is making it difficult for everyone to complete their tasks. What would you **LEAST** likely do?

a. Tell the co-worker if they have any questions, to let you know.
b. Inform your supervisor that you think this co-worker might perform better in another job.
c. Talk to the co-worker and offer your advice on how to better perform the task.
d. Do your job and assume that over time your co-worker will get better at the task.

9. A customer approaches you while you are making a delivery and complains that one of your co-workers was not able to solve their problem. What would you **MOST** likely do?

a. Listen to the customer, apologize for their negative experience with your co-worker and offer a solution for their problem.
b. This co-worker is normally helpful and you explain that the co-worker was simply busy with their tasks.
c. You are not sure how to respond, so you tell the customer to contact the supervisor.
d. Listen to the customer and ask them if they would like to file a complaint.

10. A customer approaches you while you are making a delivery and complains that one of your co-workers was not able to solve their problem. What would you **LEAST** likely do?

a. Listen to the customer, apologize for their negative experience with your co-worker and offer a solution for their problem.
b. This co-worker is normally helpful and you explain that the co-worker was simply busy with their tasks.
c. You are not sure how to respond, so you tell the customer to contact the supervisor.
d. Listen to the customer and ask them if they would like to file a complaint.

11. As you are delivering mail, a customer stops you and asks you about some different shipping options. You are unfamiliar with the shipping options they are referring to. What would you **MOST** likely do?

a. Tell the customer you're sorry, you don't know how to answer their question, because your job is just to deliver the mail.
b. Tell the customer you're not sure of the answer to their shipping question, but you will do your best to find the answer for them. You then take the time to research and determine the answer for the customer.
c. Inform the customer that you're not sure, but there is a lot of information about shipping on the Postal Service website.
d. Direct the customer to the local post office to get their question answered.

12. As you are delivering mail, a customer stops you and asks you about some different shipping options. You are unfamiliar with the shipping options they are referring to. What would you **LEAST** likely do?

a. Tell the customer you're sorry, you don't know how to answer their question, because your job is just to deliver the mail.
b. Tell the customer you're not sure of the answer to their shipping question, but you will do your best to find the answer for them. You then take the time to research and determine the answer for the customer.
c. Inform the customer that you're not sure, but there is a lot of information about shipping on the Postal Service website.
d. Direct the customer to the local post office to get their question answered.

MH 475 and MP 476 Work Scenarios

1. Your work load is full today and you are very busy with tight production goals. A co-worker has asked you to help them with a task that needs to be completed quickly. What would you **MOST** likely do?

a. Tell your co-worker you're sorry, but you can't help them because you have to finish your work.
b. Help them, but only if other co-workers can't help them.
c. Let your co-worker know that you can help them, but only after you've finished your task.
d. Immediately stop working on your task and help the co-worker.

2. Your work load is full today and you are very busy with tight production goals. A co-worker has asked you to help them with a task that needs to be completed quickly. What would you **LEAST** likely do?

a. Tell your co-worker you're sorry, but you can't help them because you have to finish your work.
b. Help them, but only if other co-workers can't help them.
c. Let your co-worker know that you can help them, but only after you've finished your task.
d. Immediately stop working on your task and help the co-worker.

3. Your supervisor has asked you to take on the responsibility of training new hires. You're concerned that this added task will take time away from your job and meeting your production goals. What would you **MOST** likely do?

a. Ask your supervisor if you can train new hires every other day instead of the normal training scenario of training every day.
b. Talk to your supervisor and ask them if this added responsibility will affect your production goals.
c. Accept the added responsibility and do the best you can.
d. Decline the responsibility because you don't think you can meet your production goals.

4. Your supervisor has asked you to take on the responsibility of training new hires. You're concerned that this added task will take time away from your job and meeting your production goals. What would you **LEAST** likely do?

a. Ask your supervisor if you can train new hires every other day instead of the normal training scenario of training every day.
b. Talk to your supervisor and ask them if this added responsibility will affect your production goals.
c. Accept the added responsibility and do the best you can.
d. Decline the responsibility because you don't think you can meet your production goals.

5. You are sorting mail and the machine you are using jams. However, you have a lot of mail to sort. You have told your supervisor about the jam and you have to wait for a technician to come and fix it. What would you **MOST** likely do?

a. As you are waiting for the technician to fix the machine, you look for another machine to use, so you can finish your work.
b. Since it may be awhile for the technician to fix the machine, you have decided to take your break early.
c. You decide to wait for the technician to fix the machine so you can finish your work.
d. You take your work to a co-worker's machine to finish your work.

6. You are sorting mail and the machine you are using jams. However, you have a lot of mail to sort. You have told your supervisor about the jam and you have to wait for a technician to come and fix it. What would you **LEAST** likely do?

a. As you are waiting for the technician to fix the machine, you look for another machine to use, so you can finish your work.
b. Since it may be awhile for the technician to fix the machine, you have decided to take your break early.
c. You decide to wait for the technician to fix the machine so you can finish your work.
d. You take your work to a co-worker's machine to finish your work.

7. Your supervisor is going over a new work task with you, but based upon your experience, you know that his explanation of the new work task is wrong. What would you **MOST** likely do?

a. Immediately stop your supervisor and tell him that he is wrong.
b. As a way of correcting him, you ask a question that helps correct him.
c. Inform your supervisor that you heard the new work task explained in a different way and ask him if he's sure he is correct.
d. You do not want to embarrass your supervisor, so you do not correct him.

8. Your supervisor is going over a new work task with you, but based upon your experience, you know that his explanation of the new work task is wrong. What would you **LEAST** likely do?

a. Immediately stop your supervisor and tell him that he is wrong.
b. As a way of correcting him, you ask a question that helps correct him.
c. Inform your supervisor that you heard the new work task explained in a different way and ask him if he's sure he is correct.
d. You do not want to embarrass your supervisor, so you do not correct him.

9. You notice that a co-worker has been doing a lot of personal phone calls during work hours. This is slowing down the work pace, negatively affecting production goals and is a violation of work policy. What would you **MOST** likely do?

a. Politely tell your co-worker to stop taking personal phone calls while working.
b. Don't do anything, because it's none of your business.
c. Let your supervisor know that the co-worker is taking personal phone calls.
d. Talk to your co-worker, explain how this is negatively affecting the work pace and remind them of the work policy.

10. You notice that a co-worker has been doing a lot of personal phone calls during work hours. This is slowing down the work pace, negatively affecting production goals and is a violation of work policy. What would you **LEAST** likely do?

a. Politely tell your co-worker to stop taking personal phone calls while working.
b. Don't do anything, because it's none of your business.
c. Let your supervisor know that the co-worker is taking personal phone calls.
d. Talk to your co-worker, explain how this is negatively affecting the work pace and remind them of the work policy.

11. You have finished your work tasks early and met your production goals for the day. There is time left before the end of your shift and your supervisor is busy in a meeting. What would you **MOST** likely do?

a. Wait for your supervisor to finish their meeting, then ask them what you should do.
b. Go ask your supervisor what other tasks you can do before the end of your shift.
c. Ask your co-workers if any of them need help in finishing their work.
d. Since you are done with your work tasks, you can go home early.

12. You have finished your work tasks early and met your production goals for the day. There is time left before the end of your shift and your supervisor is busy in a meeting. What would you **LEAST** likely do?

a. Wait for your supervisor to finish their meeting, then ask them what you should do.
b. Go ask your supervisor what other tasks you can do before the end of your shift.
c. Ask your co-workers if any of them need help in finishing their work.
d. Since you are done with your work tasks, you can go home early.

CS 477 Work Scenarios (Working Situations)

1. The next customer in line comes to you and wants to purchase a set of stamps. You give the customer the price for the set of stamps and the customer is upset, stating that the cost is too high for a set of stamps. What would you **MOST** likely do?

a. Tell the customer that these are special stamps and that's why they are priced that way.
b. Determine the customer's shipping needs and offer them a cheaper priced set of stamps.
c. Tell the customer that you can't do anything about the price, because the prices are set by the Postal Service.
d. Suggest that the customer look at other stamp options as the customer might be able to find a cheaper alternative.

2. The next customer in line comes to you and wants to purchase a set of stamps. You give the customer the price for the set of stamps and the customer is upset, stating that the cost is too high for a set of stamps. What would you **LEAST** likely do?

a. Tell the customer that these are special stamps and that's why they are priced that way.
b. Determine the customer's shipping needs and offer them a cheaper priced set of stamps.
c. Tell the customer that you can't do anything about the price, because the prices are set by the Postal Service.
d. Suggest that the customer look at other stamp options as the customer might be able to find a cheaper alternative.

3. A customer comes to you stating that she paid for delivery tracking on their package. But when she looks online, she cannot see any tracking information for the package. The customer has the receipt that shows the tracking number. What would you **MOST** likely do?

a. Tell the customer that you understand how important the package is and you will research this to determine what has happened to the package.
b. Let the customer know that the package may have just missed a scanning point in the process and offer to look into what happened to the package.
c. Tell the customer that she can call the customer service phone number to determine what may have happened to the package.
d. Let the customer know that sometimes this means the package wasn't scanned and that if she just waits for a day the system will update for the tracking information.

4. A customer comes to you stating that she paid for delivery tracking on their package. But when she looks online, she cannot see any tracking information for the package. The customer has the receipt that shows the tracking number. What would you **LEAST** likely do?

a. Tell the customer that you understand how important the package is and you will research this to determine what has happened to the package.
b. Let the customer know that the package may have just missed a scanning point in the process and offer to look into what happened to the package.
c. Tell the customer that she can call the customer service phone number to determine what may have happened to the package.
d. Let the customer know that sometimes this means the package wasn't scanned and that if she just waits for a day the system will update for the tracking information.

5. Your supervisor has asked you to complete a task before you leave for the day. As you are working on your task, you notice that a co-worker is having some difficulty with a particular task that you are familiar with. What would you **MOST** likely do?

a. Do your best to quickly help your co-worker complete their task, so you can then complete your task before the end of the day.
b. Take the time necessary to help your co-worker, even if it means that you will not get your task completed by the end of the day.
c. Keep working on your task to get it completed, as your co-worker did not ask you for help.
d. Ask some other co-workers to help them so you can complete your task.

6. Your supervisor has asked you to complete a task before you leave for the day. As you are working on your task, you notice that a co-worker is having some difficulty with a particular task that you are familiar with. What would you **LEAST** likely do?

a. Do your best to quickly help your co-worker complete their task, so you can then complete your task before the end of the day.
b. Take the time necessary to help your co-worker, even if it means that you will not get your task completed by the end of the day.
c. Keep working on your task to get it completed, as your co-worker did not ask you for help.
d. Ask some other co-workers to help them so you can complete your task.

7. You notice that a customer has been looking around the lobby for an item and can't seem to find it. She then comes to you and asks you where she can find a large cushioned mailing envelope. What would you **MOST** likely do?

a. Tell the customer where she can find it and ask her later if she was able to find it.
b. Take her to the location in the lobby where the item is, show her the item and make sure that this is what she was looking for.
c. Take her to the item and let her look the products over to determine what she wants.
d. Let her know where she can find the item in the lobby.

8. You notice that a customer has been looking around the lobby for an item and can't seem to find it. She then comes to you and asks you where she can find a large cushioned mailing envelope. What would you **LEAST** likely do?

a. Tell the customer where she can find it and ask her later if she was able to find it.
b. Take her to the location in the lobby where the item is, show her the item and make sure that this is what she was looking for.
c. Take her to the item and let her look the products over to determine what she wants.
d. Let her know where she can find the item in the lobby.

9. A customer comes to you and lets you know that they are upset with an experience they had with one of your co-workers. He wants to file a complaint. What would you **MOST** likely do?

a. You're not sure how to respond to the customer so you tell the customer to talk to your supervisor.
b. Let the customer explain why they are upset and ask them if they would like to file a formal complaint.
c. Listen to the customer, then apologize for their experience and try to find the best solution for their problem.
d. You know this co-worker is normally helpful, so you explain that your co-worker was just having a busy day.

10. A customer comes to you and lets you know that they are upset with an experience they had with one of your co-workers. He wants to file a complaint. What would you **LEAST** likely do?

a. You're not sure how to respond to the customer so you tell the customer to talk to your supervisor.
b. Let the customer explain why they are upset and ask them if they would like to file a formal complaint.
c. Listen to the customer, then apologize for their experience and try to find the best solution for their problem.
d. You know this co-worker is normally helpful, so you explain that your co-worker was just having a busy day.

11. The lobby is busy with many customers waiting in line. You notice that one of your co-workers is looking at their cell phone messages in between helping customers, slowing down the serving of customers. What would you **MOST** likely do?

a. You work faster to try and take up their slack.
b. You quietly mention to this co-worker that there is a line of customers and you encourage them to speed up their pace of serving the customers.
c. Tell your supervisor what is happening so your supervisor can handle the situation.
d. Keep doing your job, hope your co-worker notices the line of customers and speeds up their service to customers.

12. The lobby is busy with many customers waiting in line. You notice that one of your co-workers is looking at their cell phone messages in between helping customers, slowing down the serving of customers. What would you **LEAST** likely do?

a. You work faster to try and take up their slack.
b. You quietly mention to this co-worker that there is a line of customers and you encourage them to speed up their pace of serving the customers.
c. Tell your supervisor what is happening so your supervisor can handle the situation.
d. Keep doing your job, hope your co-worker notices the line of customers and speeds up their service to customers.

Check for Errors (Exams MH 475 and MP 476 only)

Description – In this section you will be tested on your ability to notice differences in sets of printed numbers, determining whether sets of numbers are alike or different. You will be presented with a table that has 4 sets of 2 numbers in each question. You will then be asked to look at each of the 2 sets of numbers and determine if they are alike (Match) or different (Error). Because for each question, there is a table that has 4 sets of numbers, each question will have multiple answers, some number sets may Match and some number sets may be an Error.

Tips and Suggestions – Each set of numbers is typically 8 characters long. For most people, looking at that many numbers at one time can be confusing. So, simply break down the set of numbers into a more manageable number. For example, you can break down an 8 digit long number set into 2 groups of 4 numbers. For example, a number set may be 98625735, simply break that number set down into 2 groups of 4, like this: 9862 and then 5735, then do your comparison to the other set of numbers. Doing this makes it easier and quicker to recognize whether the 2 number sets are a Match or an Error. Also, if you see even 1 single number that is different, then that set of numbers is an Error. For it to match, EVERY single digit must match. Finally, some people are more successful when they either say or mouth out the numbers, out loud, as you work.

For each Location, select Match or Error. If the number sets are alike, select "Match". If the number sets are different, select "Error".

1.

Location	Original ID	Printed ID	Match	Error
1A	53968435	53968235		
1B	53967264	53967264		
1C	53465432	53465412		
1D	53763245	53673245		

2.

Location	Original ID	Printed ID	Match	Error
2A	24536174	24536174		
2B	24573895	24573795		
2C	24654218	24654218		
2D	24645387	24465387		

3.

Location	Original ID	Printed ID	Match	Error
3A	64293781	64393781		
3B	64291524	64291524		
3C	64384635	64834635		
3D	64853694	64853694		

Work Your Register (Exam CS 477 only)

Description – In this section you will be tested on your ability to determine the FEWEST number of bills and coins needed, when giving out change at a register. Despite the name of this section, this is not a test of working an actual register. In the question, you will be presented with a transaction, giving you the total cost, amount paid by the customer and the amount of change to be given out. You will be given a diagram of bills and coins. That diagram will contain $20 bills, $10 bills, $5 bills, $1 bills, quarters (25 cents), dimes (10 cents), nickels (5 cents) and pennies (1 cent). You will then need to decide the FEWEST number of bills and coins needed to create that change amount. Since you are already being given the correct change amount in the question, a calculator should not be needed, but you are allowed to use a calculator, if you want to.

Tips and Suggestions – In these questions, you do NOT need to calculate the change amount, you are already given the correct change amount in the question. For the answer, you just need to determine the fewest number of bills and coins needed, to create the correct change amount. First, IGNORE the total amount and the amount paid, these numbers are NOT relevant. All you need to focus on is the change due amount. Here is the best way to answer these questions. For this example, we will have a change due amount of $37.92. First, focus on the dollar bill amount. That number is $37. Now ask yourself how many of the largest dollar bill amounts can go into $37? The answer is 1 $20 bill, 1 $10 bill, 1 $5 bill and 2 $1 bills. That creates $37 of the change amount, using the fewest number of bills. Next, focus on the coin amount, which is $.92 (92 cents). Now ask yourself how many of the largest coins is needed to make $.92 (92 cents)? The answer is 3 quarters (which creates 75 cents), 1 dime (10 cents), 1 nickel (5 cents) and 2 pennies (2 cents). That creates $.92 (92 cents) of the change amount using the fewest number of coins. The golden rule here is to always start with the largest denomination of bills and coins and work your way down from there to create the answer. You may think that this is simple and be tempted to rush through this, DON'T do that. There's a relatively small number of these questions in this section, so getting the wrong answer on even one question can be harmful to you.

In this section you will need to use the fewest number of bills and coins necessary to make change for a customer's transaction. For each question below, determine the smallest number of bills and coins needed to create the change due.



1. Total Amount: $17.14, Amount Paid: $50.00, Change Due: $32.86

$20___ $10___ $5___ $1___ $0.25___ $0.10___ $0.05___ $0.01___

2. Total Amount: $26.23, Amount Paid: $100.00, Change Due: $73.77

$20___ $10___ $5___ $1___ $0.25___ $0.10___ $0.05___ $0.01___

3. Total Amount: $23.68, Amount Paid: $50.00, Change Due: $26.32

$20___ $10___ $5___ $1___ $0.25___ $0.10___ $0.05___ $0.01___

4. Total Amount: $43.19, Amount Paid: $100.00, Change Due: $56.81

$20___ $10___ $5___ $1___ $0.25___ $0.10___ $0.05___ $0.01___

5. Total Amount: $32.57, Amount Paid: $50.00, Change Due: $17.43

$20___ $10___ $5___ $1___ $0.25___ $0.10___ $0.05___ $0.01___

ANSWER GRID

Tell Us Your Story

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Describe Your Approach

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53. _____

Work Scenarios (MC 474)

1. _____ **7.** _____
2. _____ **8.** _____
3. _____ **9.** _____
4. _____ **10.** _____
5. _____ **11.** _____
6. _____ **12.** _____

Work Scenarios (MH 475 and MP 476)

1. _____ **7.** _____
2. _____ **8.** _____
3. _____ **9.** _____
4. _____ **10.** _____
5. _____ **11.** _____
6. _____ **12.** _____

Work Scenarios - Working Situations (CS 477)

1. _____ **7.** _____
2. _____ **8.** _____
3. _____ **9.** _____
4. _____ **10.** _____
5. _____ **11.** _____
6. _____ **12.** _____

SCORING – We have provided an ANSWER KEY on the next page, showing the answers for each exam section. The "Tell Us Your Story" section is primarily about you and your past, so there are technically no right or wrong answers. HOWEVER, there are clearly answers for that section that are better than others for the purpose of scoring, but those questions are based upon you and your past. So, for the purpose of scoring here, you can choose to include or not include the "Tell Us Your Story" section.

To determine a score, count the total number of questions for your exam number (MC 474, MH 475 and MP 476, CS477), remembering that for scoring purposes here, you can choose to include or not include the "Tell Us Your Story" section.

Once you have determined the total number of questions answered for your exam, then simply divide the number of questions answered correctly by the total number of questions for your exam. This will give you a percentage score, (will look like .70, .78, .85, etc.). Remember, you may receive a number score or an "Eligible" score (pass), "Ineligible" score (fail) from the Postal Service. A numbered passing score is 70% (.70) or above.

Correct Answers divided by Total Questions = Percent Score

_____ ÷ _____ = _____

ANSWER KEY

Tell Us Your Story

(For this section, most questions are about you and your past, so we will simply give you the ***order*** of the best possible answers)

1. b, a, c **2.** a, b, c, d, e, f **3.** a **4.** a, b, c, d, e, f **5.** a, b, c, d, e, f, g **6.** a, b, c, d, e, f

7. a, b, c, d, e, f **8.** a, f, e, d, c, b, g **9.** a, b, c, d, e, f, g **10.** a, b, c, d, e, f **11.** a, b, c, d, e, f, g

12. a, b, c, d, e, f **13.** a, b, c, d, e, f **14.** f, e, d, c, b, a, g **15.** a, b, c, d, e, f **16.** a, b, c, d, e, f

17. g, f, e, d, c, b, a, h **18.** f, e, d, c, b, a **19.** a, b, c, d, e, f, g **20.** a, b, c, d, e, f, g

Describe Your Approach

1. a or b **2.** c or d **3.** a or b **4.** c or d **5.** c or d **6.** a or b **7.** c or d **8.** a or b **9.** c or d

10. c or d **11.** a or b **12.** a or b **13.** c or d **14.** a or b **15.** c or d **16.** a or b **17.** c or d

18. a or b **19.** a or b **20.** c or d **21.** c or d **22.** a or b **23.** a or b **24.** c or d **25.** a or b

26. c or d **27.** c or d **28.** a or b **29.** a or b **30.** c or d **31.** a or b **32.** a or b **33.** c or d

34. c or d **35.** a or b **36.** c or d **37.** a or b **38.** a or b **39.** c or d **40.** a or b **41.** c or d

42. a or b **43.** c or d **44.** c or d **45.** a or b **46.** c or d **47.** a or b **48.** a or b **49.** c or d

50. a or b **51.** c or d **52.** c or d **53.** a or b

Work Scenarios (MC 474)

1. d **2.** b **3.** d **4.** a **5.** c **6.** d **7.** c **8.** b **9.** a **10.** c **11.** b **12.** a

Work Scenarios (MH 475 and MP 476)

1. c **2.** a **3.** b **4.** d **5.** a **6.** b **7.** c **8.** a **9.** d **10.** b **11.** c **12.** d

Work Scenarios - Working Situations (CS 477)

1. b **2.** c **3.** a **4.** d **5.** a **6.** c **7.** b **8.** d **9.** c **10.** a **11.** b **12.** d

Check for Errors (MH 475 and MP 476)

1A. Error **1B.** Match **1C.** Error **1D.** Error **2A.** Match **2B.** Error **2C.** Match **2D.** Error

3A. Error **3B.** Match **3C.** Error **3D.** Match

Work Your Register (CS 477)

1. 1 $20, 1 $10, 2 $1, 3 $0.25, 1 $0.10, 1 $0.01
2. 3 $20, 1 $10, 3 $1, 3 $0.25, 2 $0.01
3. 1 $20, 1 $5, 1 $1, 1 $0.25, 1 $0.05, 2 $0.01
4. 2 $20, 1 $10, 1 $5, 1 $1, 3 $0.25, 1 $0.05, 1 $0.01
5. 1 $10, 1 $5, 2 $1, 1 $0.25, 1 $0.10, 1 $0.05, 3 $0.01