WorkKeys®

Locating Information

Prep Package

ACT

Test Taking Tips

Although there are several different WorkKeys skill assessments, these practice materials focus on only a few of them. These practice tests contain multiple-choice items with a question followed by five possible answers from which you are to choose the *best* one. The following suggestions apply to all WorkKeys multiple-choice tests.

Pace yourself.

The time limits set for each WorkKeys test give nearly everyone enough time to finish all the questions. However, it is important to pace yourself. Don't spend too much time on one problem or reading section; go on to the other questions and come back if there is time.

Listen to and read the directions for each test carefully.

Before you begin taking one of the WorkKeys tests, pay careful attention to the directions. These tests ask for the *best* answer. It is important to keep this in mind when answering the questions, since it will sometimes be possible to think of responses that could be better than any of those offered or to defend a choice as not entirely wrong. Best-response formats are consistent with the real world, where choosing among less-than-perfect alternatives is routine.

You may want to work out the answer you feel is correct and look for it among the choices given. If your answer is not among the choices provided, reread the question and consider all of the answer choices again to find the best one.

Read each question carefully.

It is important that you understand what each question asks. Some questions will require you to go through several steps to find the best answer, while others can be answered more quickly.

Answer the easy questions first.

The best strategy for taking a test is to answer the easy questions and skip the questions you find difficult. After answering all of the easy questions, go back and try to answer the more difficult questions.

Use logic in more difficult questions.

When you return to the more difficult questions, try to use logic to eliminate incorrect answers to a question. Compare the answer choices to each other and note how they differ. Such differences may provide clues as to what the question requires. Eliminate as many incorrect answers as you can, then make an educated guess from the remaining answers.

Answer every question.

Your score on the WorkKeys tests will be based on the number of questions that you answer correctly; **there is no penalty for guessing.** Thus, you should answer every question within the time allowed for each test, even if you have to guess. You will be notified when there are five minutes remaining on each test.

Review your work.

If there is time left after you have answered every question on a test, go back and check your work on that test. Check to be sure that you marked only one answer to each question. You will not be allowed to go back to any other test or mark answers to a test after time has been called on that test.

Be precise in marking your answer document.

Be sure that you fill in the correct ovals on your answer document. Check to be sure that the number for the line of ovals on your answer document is the same as the number for the question you are answering. Position your answer document next to your test booklet so you can mark your answers quickly and completely.

Erase completely.

If you want to change an answer on your answer document, be sure to erase the unintended mark completely.

LOCATING INFORMATION
Using Tables, Forms, Graphs and Diagrams

45 Minutes — 38 Questions

DIRECTIONS: There are 38 questions in this test, a small number of which are included for developmental purposes. Answers to these developmental questions will not count toward your score.

The test measures your skill in placing, finding, and applying information taken from various types of graphics including tables, forms, graphs, and diagrams. There are short introductions before the questions and each is followed by one or more graphics. The first portion of the test has single questions. The remaining questions are in pairs. Note: A heavy, black, horizontal line appears at the end of each single question or group of related questions.

Each question in the test is numbered, and the five answer options are lettered. Read each question, look at the graphic(s), and then decide which answer is the best answer for each question. You may write on this test booklet to help answer the questions. Next, find the row of ovals on the answer sheet numbered the same as the question. Then, find the oval in that row lettered the same as your chosen answer. Finally, fill in the oval completely. Use a soft-lead pencil and make your marks heavy and dark. DO NOT USE A PEN.

If you change your mind about an answer, erase your first oval thoroughly before filling in the new oval. For each question, make sure you mark your answer in the row of ovals with the same number as the question.
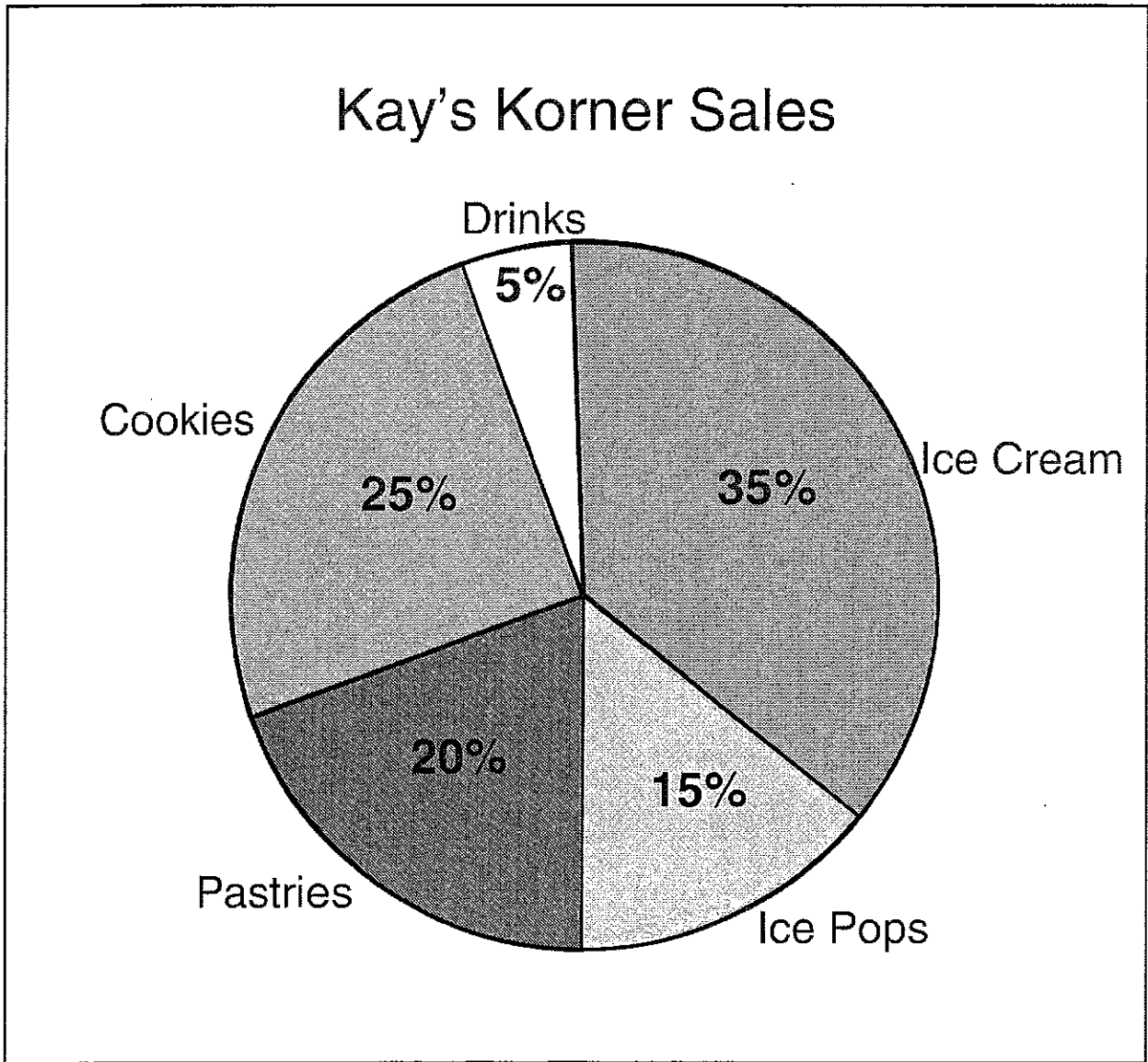
On this test, no points are taken off for wrong answers, so you should try to answer every question. Do not use too much time on any one question. If you do not know the correct answer, pick the one you think is best. Go back and check any questions you had difficulty with if you have time.

Some pages in this booklet may be blank. If you find a blank page, ignore it and continue on with the test.

The Answer Folder included is a sample; you can use it to simulate the testing environment and then score it yourself.

DO NOT TURN THE PAGE UNTIL YOU ARE TOLD TO DO SO.

1 SITE NAME AND ADDRESS

School/Company

District/Institution

City   State   ZIP Code

ACT™

P.O. Box 168
Iowa City, IA 52243-0168

2 NAME

Last Name   First Name   MI

DIRECTIONS: Your answer folder will be scored by a computer. To be sure that the computer sees the responses you intended:

* Use a soft lead No. 2 pencil. Do not use ink or ball-point pen.

* Fill in the appropriate ovals completely.

* Make marks heavy and dark and keep within the ovals.

* To change an answer, erase completely and then mark the new choice.

CORRECT MARK
●

INCORRECT MARK

3 SOCIAL SECURITY OR ID NUMBER

4 DATE OF BIRTH

Month	Day	Year
Jan.		
Feb.		1 9
March		19
April		
May		
June		
July		
Aug.		
Sept.		
Oct.		
Nov.		
Dec.		

5 GENDER

Female ○

Male ○

6 RACIAL OR ETHNIC GROUP

○ African-American/Black, Non-Hispanic
○ American Indian/Alaskan Native
○ Asian-American or Pacific Islander
○ Caucasian/White, Non-Hispanic
○ Mexican-American/Chicano
○ Puerto Rican
○ Cuban
○ Other Hispanic/Latino
○ Other
○ I prefer not to respond.

7 What is your current or highest level of education? (Mark ONE only.)

Secondary:
○ 7th Grade
○ 8th Grade
○ 9th Grade
○ 10th Grade
○ 11th Grade
○ 12th Grade
○ H. S. Grad.
○ GED
○ Other

Postsecondary:
○ 1st Year
○ 2nd Year
○ 3rd Year
○ 4th Year
○ 5th Year or Higher
○ Other

Test Name: _____

TEST FORM

BOOKLET NUMBER

ADMIN. CODE

1 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	16 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	31 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
2 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	17 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	32 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
3 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	18 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	33 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
4 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	19 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	34 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
5 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	20 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	35 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
6 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	21 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	36 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
7 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	22 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	37 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
8 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	23 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	38 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
9 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	24 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	39 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
10 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	25 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	40 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
11 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	26 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	41 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
12 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	27 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	42 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
13 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	28 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	43 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ
14 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	29 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	44 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ
15 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ	30 Ⓕ Ⓖ Ⓗ Ⓙ Ⓚ	45 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

1. You are the manager of Kay's Korner. According to the pie chart shown, what percentage of sales is from ice pops?

   A.   5%
   B.   15%
   C.   20%
   D.   25%
   E.   35%

Kay's Korner Sales

Drinks
5%

Cookies
25%

Ice Cream
35%

Pastries
20%

Ice Pops
15%

2. As a cashier, you close out your register by completing a closing form and putting the drawer contents into a bank bag. According to the closing form shown, what is the amount in checks?

   F. $ 100.00
   G. $ 567.87
   H. $ 643.78
   J. $ 989.04
   K. $2,568.83

CLOSING FORM

Employee Name: Shekela Portero   Date: 01/09
Employee Number: 228   Register Number: 334

Coins		Dollar Amount
	Pennies	1.43
	Nickels	5.65
	Dimes	4.10
	Quarters	7.75
Currency		
	Ones	19.00
	Fives	25.00
	Tens	60.00
	Twenties	40.00
	Hundreds	100.00
Checks		567.87
Credit Cards		
	VCharge	643.78
	CardMaster	989.04
	American Direct	105.21
	Total	2,568.83

Quick Credits   0
Referrals   4

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3. Your job is to insert the Moon phase symbols into the calendars your company produces. According to the table, which Moon phase symbol, if any, should you paste on March 28?

A.

B.

C.

D.

E. No Moon phase symbol should be inserted on March 28.

Moon Phase		January	February	March	April
First Quarter		6	4	6	4
Full		13	11	13	11
Last Quarter		20	18	20	18
New		27	26	28	26

4. You work in the head office of a large company. A client calls from New York and wants to talk to the account executive for that region. Who should the client talk to?

  F. Alice Anderson

  G. Lars Larson

  H. Kelly Carney

  J. Thurmond Salkick

  K. Dan Elizondo

Sales Region	Account Executives	States Assigned
East Central	Alice Anderson 804/555-7834	DC, Delaware, Kentucky, Maryland, Ohio, Virginia, West Virginia
Great Lakes	Lars Larson 616/555-4506	Illinois, Indiana, Michigan, Wisconsin
Midwest	Kelly Carney 816/555-5309	Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota, Texas
Northeast	Thurmond Salkick 717/555-1745	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
Southeast	Dan Elizondo 904/555-2891	Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee

5. A customer has returned a rental car. What damages, as indicated on the form shown, were present before the car was rented?

    A. A ding on the hood and a scratch on the driver's side
    B. A ding on the hood and a scratch on the passenger's side
    C. A ding on the hood only
    D. A scratch on the hood and a ding on the driver's side
    E. A scratch on the hood only

6. You are framing a house and need to double-check a measurement before you saw a small board. What is the measurement at the line drawn on the board shown?

    F.   5

    G.   6

    H.   6½

    J.   7

    K.   7½
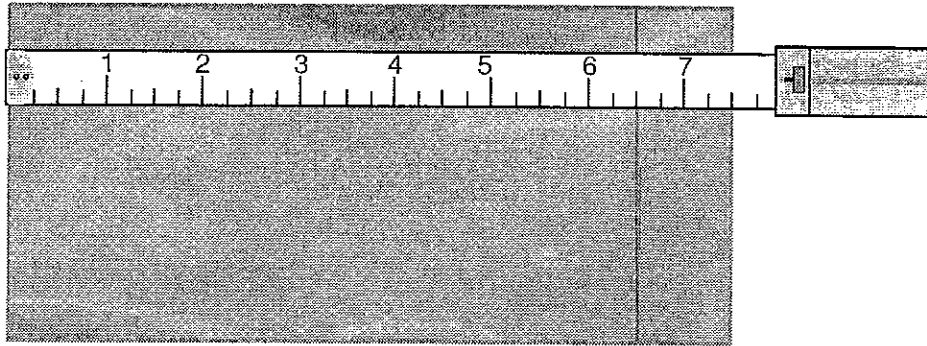
7. You work at a medical clinic. According to the form shown, when is the patient unavailable for an appointment?

    A.   7–9AM only

    B.   7–9AM and 2–4PM

    C.   2–4PM only

    D.   5–6PM only

    E.   This week

REFERRAL SCHEDULING

Daytime Phone Number _555-6268_
    [X] Okay to Leave Message

Appointment Preference
    ☐ AM
    ☐ PM

Unavailable Times _7-9am, 2-4pm_

Urgency of Appointment _within 1 week_

8. As a department secretary, you must schedule staff meetings for the first Monday of every month. According to the calendar shown, this month's meeting should be scheduled for:

F. August 1.
G. August 3.
H. August 4.
J. August 25.
K. August 31.

AUGUST						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

9. As a curriculum director, you create charts to show what subject areas can be improved. According to the bar chart shown, in what subject area is the class scoring the lowest?

A. English
B. History
C. Math
D. PE
E. Science

Senior Class GPA
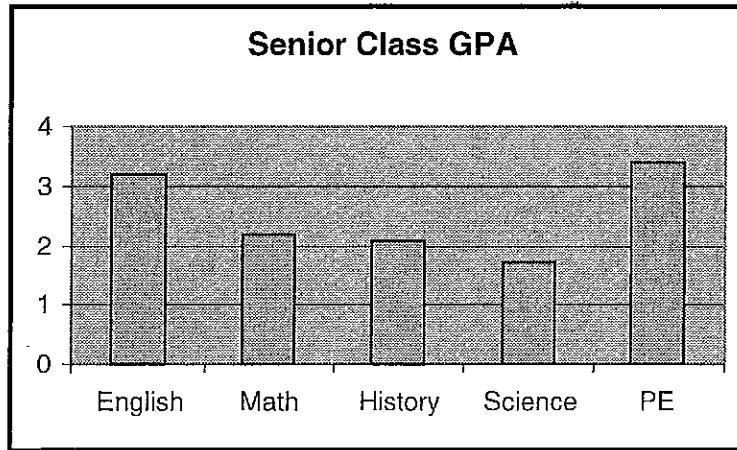
10. As a clerk in the warranty department, you enter information from warranty cards into a computer. According to the warranty card shown, what type and model of appliance was purchased?

- **F.** Microwave #4692
- **G.** Microwave #62987
- **H.** Microwave #83771210
- **J.** Refrigerator #4692
- **K.** Refrigerator #83771210

Limited Warranty	**PURCHASER'S COPY** (DETACH AND MAIL WITHIN 30 DAYS OF PURCHASE)	CEW 251596

MR ☒
MRS ☐
Purchaser MS ☐ W A D E   M U S S E R   Expires 5 Years from Purchase Date 0 5 7 9 0 5
Address 2 0 2   W   P O P L A R   Phone AC 6 1 8 5 5 5 7 6 8 2
City H A R R I S O N   State I L   Zip 6 2 9 9 1

CHECK APPLIANCE PURCHASED

☐ (RE) Refrigerator ☒ (MW) Microwave ☐ (DR) Dryer   Model # 4692
☐ (FR) Freezer   ☐ (AW) Automatic Washer ☐ (RG) Range Serial # 83771210
☐ (AC) Air Conditioner ☐ (DW) Dishwasher   ☐ (OT) Other _____

Dealer Haney Appliances   Phone AC | | | | | | | | |
Address 101 Main   City Marion   State IL Zip 6 2 9 8 7

- - - - - - - - - - - - - - - - DO NOT WRITE BELOW THIS LINE -

Date of Claim _____ Auth. No. _____ Date Paid _____ Check No. _____

Dealer No. _____ Date Certificate Received 1/5/06

Any variations or alterations to the terms of this certificate are null and void and without legal effect.

11. You work in the information booth at a mall. A mall customer asks where the entrance of the Public Library is located. You tell the customer that the library entrance is at the corner of:

- **A.** B Street and 2nd Avenue.
- **B.** D Street and 6th Avenue.
- **C.** E Street and 6th Avenue.
- **D.** F Street and 7th Avenue.
- **E.** H Street and 5th Avenue.
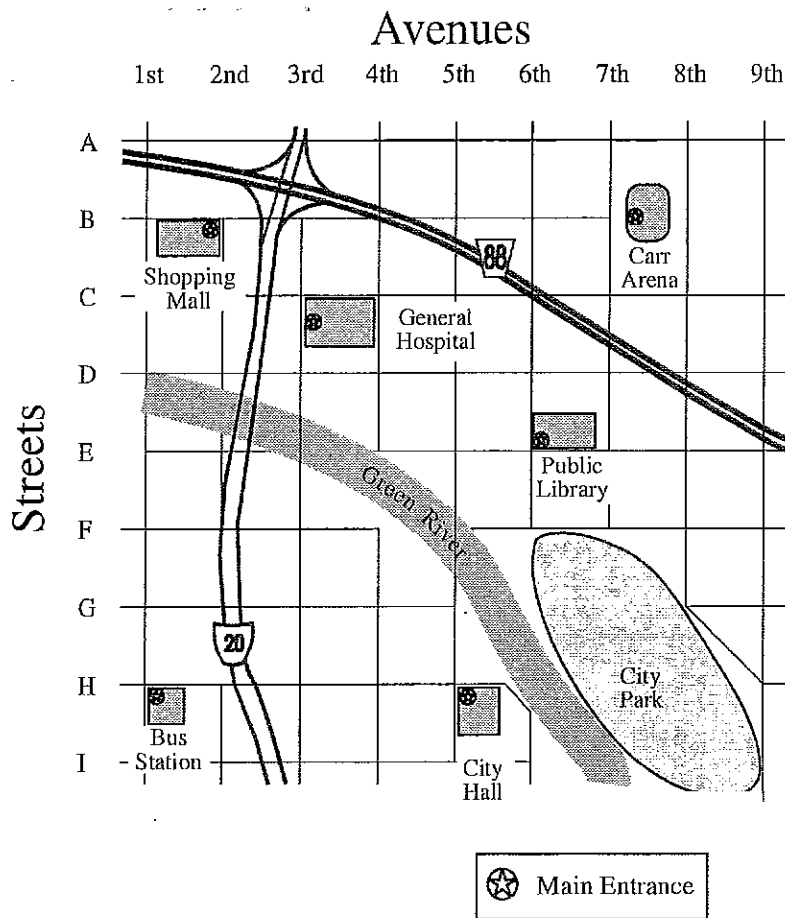
12. You are a front-desk manager at Quality Motel. According to the form shown, what were Mr. Curtis' phone charges for the first night he stayed at the hotel?

- **F.** $1.30
- **G.** $2.50
- **H.** $3.20
- **J.** $5.85
- **K.** $7.29

Quality Motel
3564 West 33rd Street
(842) 555-1650

Children stay free!

Name: Michael Curtis	
Street: 16 San Pedro	
City: Latimer	State: AZ ZIP: 80404
Company/Group:	
Signature: *Michael Curtis*	

Notice to Guests: Checkout time is noon. We are not responsible for accidents, injury, or for loss of money, jewelry, or valuables of any kind.

Automobile			Method of Payment:
Model	Year	License No.	☐ Cash:
82si	2003	KLM 532	■ Credit Card: VISA

Room	Rate	Arrival	Departure	Adult/Child	Clerk
219	64.99	8/24, 5pm	8/26, 9am	2/1	DAK

| Date	8/24	8/25	8/26	
Room	64.99	64.99		
Tax	5.85	5.85		
Restaurant Charges	7.29	12.70 16.45	14.35	
Phone Charges	2.50	3.20	1.30	
Total	80.63	103.19	15.65	
Amount Paid	80.63	103.19	15.65	

13. As a medical assistant, you must plot patients' growth on a growth chart. You have just measured a 14-year-old girl who has grown four centimeters in the last year. According to the chart shown, this patient's growth rate is:

    A.   equal to the average rate of boys her age.

    B.   equal to the average rate of girls her age.

    C.   off the chart for growth rate.

    D.   slightly less than the average rate of girls her age.

    E.   slightly more than the average rate of girls her age.
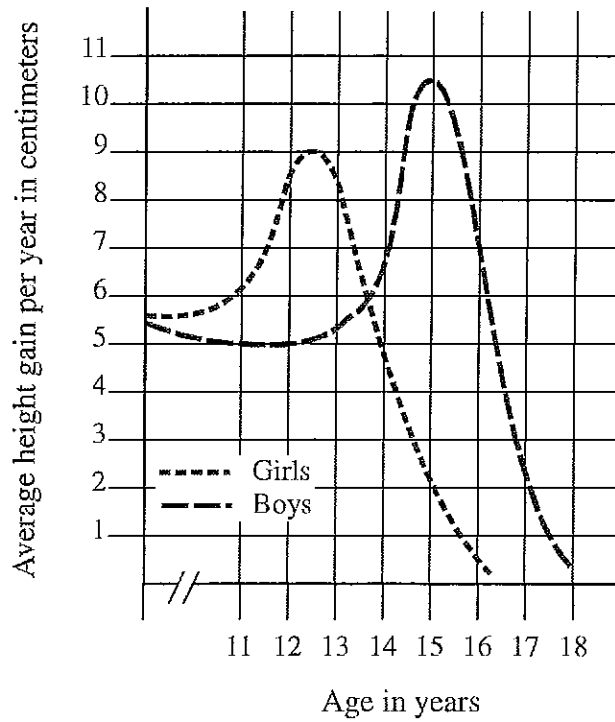
14. As the manager of Viking Movie Rentals, you are reviewing the closing checklist for the week. Based on the table shown, what pre-closing duty did the employee with the initials TH miss on Thursday?

    F.   Call Reservations/DVD players

    G.   Check bathrooms

    H.   Clean Doors

    J.   Turn off monitors/printers

    K.   Wipe scuff marks off counters

Viking Movie Rentals
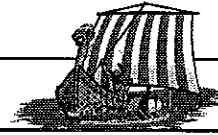
Week Ending 11/9	CLOSING CHECKLIST						
	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Pre-Closing Duties	11/3	11/4	11/5	11/6	11/7	11/8	11/9
Call Late List	DA		TH		TH		RH
Dust designated fixtures			TH		TH		RH
Call Reservations/DVD players	DA	RH		DA	TH	Kn	
Check bathrooms			TH	DA		Kn	RH
Clean Doors		RH	TH		TH	Kn	
Pull Reservations for following day	DA		TH		TH		RH
Straighten New Release wall & Find missing boxes	DA	RH		DA	TH	Kn	
*Vacuum--Turn off when customers enter			TH		TH		RH
Place notes on all problems not resolved at closing	DA	RH	TH		TH	Kn	RH
Print Labels & Laminate	DA		TH	DA	TH		RH
Restock Candy, Pop, & Snacks		RH			TH		
At Close							
Clean clutter off counters		RH		DA	TH		RH
Turn off open sign	DA	RH	TH	DA	TH	Kn	RH
Set up Dropbox	DA	RH	TH	DA	TH	Kn	RH
Turn off outdoor sign (if not on timer)	DA	RH	TH	DA	TH	Kn	RH
Wipe scuff marks off counters		RH		DA		Kn	
Lock Doors/Turn sign to Closed	DA		TH	DA	TH	Kn	RH
Empty wastebaskets (including bath)		RH		DA			RH
Straighten Catalog		RH		DA			RH
Turn off DVDs/TVs	DA	RH	TH	DA	TH	Kn	
Turn off ceiling & poster lights	DA	RH	TH	DA	TH	Kn	RH
Batch in any movies in inside dropbox		RH	TH	DA	TH	Kn	
Turn off monitors/printers	DA	RH	TH	DA		Kn	RH
Count down drawers	DA	RH	TH	DA	TH	Kn	RH
Count Backup	DA	RH	TH	DA	TH	Kn	RH
Prepare deposit/fill out deposit log	DA	RH	TH	DA	TH	Kn	RH
Send charge deposit	DA	RH	TH	DA	TH	Kn	RH
Place drawer & deposit in designated area	DA	RH	TH	DA	TH	Kn	RH
Turn off lights/set alarm	DA	RH	TH	DA	TH	Kn	RH

*Entire store Wednesdays & Sundays (at minimum). NR wall, front counter, entrance, exit & main path to NR wall DAILY

15. You work in the classified ad department. A customer wants to place a 5-line ad for as long as possible, but he does not want to spend more than $45.00. Based on the tables shown, you should tell the customer that he should place his ad using:

A. Package 1 for 3 days.
B. Package 1 for 5 days.
C. Package 1 for 7 days.
D. Package 2 for 5 days.
E. Package 2 for 7 days.

PACKAGE 1
CLASSIFIED OPEN RATES
CITY NEWS, TRIBUNE, & WEEKEND PLANNER

	1 DAY	3 DAYS	5 DAYS	7 DAYS
$line	$6.67	$8.17	$8.96	$10.14
lines				
3	20.01	24.51	26.88	30.42
4	26.68	32.68	35.84	40.56
5	33.35	40.85	44.80	50.70
6	40.20	49.02	53.76	60.84

Circulation:
City News 28,285; Tribune 22,813; Weekend Planner 52,320

PACKAGE 2
CLASSIFIED OPEN RATES
GAZETTE, AD SHEET, MARKETPLACE, & EXTRA !

	1 DAY	3 DAYS	5 DAYS	7 DAYS
$line	$7.71	$9.21	$10.00	$11.18
lines				
3	23.13	27.63	30.00	33.54
4	30.84	36.84	40.00	44.72
5	38.55	46.05	50.00	55.90
6	46.26	55.26	60.00	67.08

Circulation:
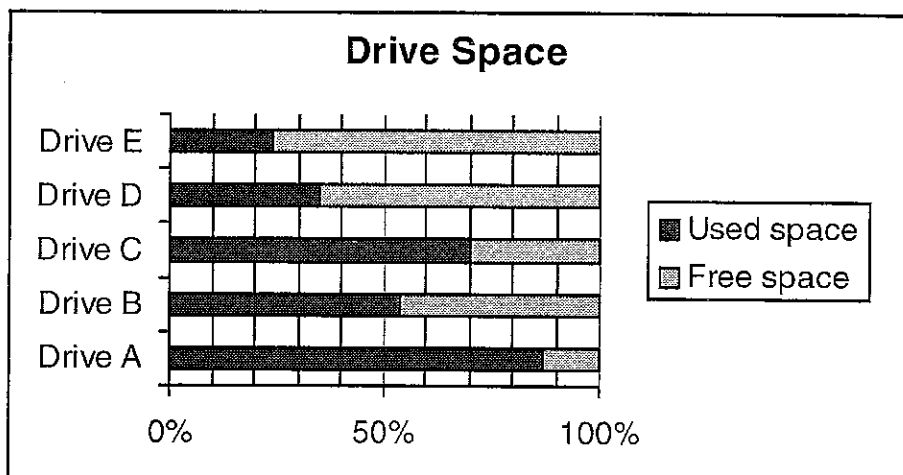Gazette 26,092; Ad Sheet 53,101; Marketplace 12,176;
Extra! 42,002

16. Your job at the security gate of a lumberyard is to check the customers' receipts for the materials they pick up. A customer hands you a receipt with the SKU number 133-1251. What size and color code of plywood should be in her truck?

    F.   1/4" x 4' x 8', black stripe

    G.   3/8" x 4' x 8', black stripe

    H.   3/8" x 4' x 8', brown stripe

    J.   3/8" x 4' x 8', red stripe

    K.   1/2" x 4' x 8', red stripe

BUILDING MATERIALS COLOR CODES

GRADE	SIZE	SKU#	COLOR CODES
PLYWOOD			
AB	3/4"X4'X8'	133-1811	GOLD STRIPE
AC	1/4"X4'X8'	133-1824	BROWN STRIPE
AC	3/8"X4'X8'	133-1842	BROWN STRIPE
AC	1/2"X4'X8'	133-1717	BROWN STRIPE
AC	3/4"X4'X8'	133-1771	BROWN STRIPE
BC	1/4"X4'X8'	133-1215	BLACK STRIPE
BC	3/8"X4'X8'	133-1251	BLACK STRIPE
BC	1/2"X4'X8'	133-1265	BLACK STRIPE
BC	3/4"X4'X8'	133-1278	BLACK STRIPE
UNDERLAYMENT	5/8"X4'X8'	118-1760	SILVER STRIPE
UNDERLAYMENT	3/4"X4'X8' T&G	118-1714	SILVER STRIPE
CD 4-PLY FIR	1/2"X4'X8'	118-1741	GREEN STRIPE
CD	3/8"X4'X8'	118-1717	RED STRIPE
CD	1/2"X4'X8'	118-1771	RED STRIPE
CD	5/8"X4'X8' 3 PLY	118-1753	RED STRIPE
CD	3/4"X4'X8'	118-1782	RED STRIPE

17. As a technology specialist, you monitor disk drive space. According to the bar chart shown, which drive has the most space available?

    A.   Drive A

    B.   Drive B

    C.   Drive C

    D.   Drive D

    E.   Drive E

Drive Space

Drive E
Drive D
Drive C
Drive B
Drive A

■ Used space
☐ Free space

0%   50%   100%

18. As the assistant director of a daycare center, you write the staff schedule. The infant room must have at least three staff members in the room at all times. According to the schedule shown, for what time do you need to schedule more help on Monday?

F. 7:00

G. 11:00

H. 1:00

J. 3:00

K. 5:00

Monday--Infant Room

	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00
Melissa	▓	▓	▓	▓		▓	▓	▓			
Jing Chen			▓	▓		▓	▓	▓	▓	▓	
Nisha	▓	▓	▓	▓	▓						
Joy									▓	▓	▓
Paul					▓	▓	▓	▓			
Kendra	▓	▓	▓	▓							
Alyson					▓	▓		▓	▓	▓	▓

▓ = scheduled to work

19. You sell home exercise equipment for Viva and are gathering information for a presentation. According to the line graph shown, during which year(s) did Viva achieve approximately half the market share of total home-exercise equipment in the U.S.?

A. Year 6 only

B. Year 7 only

C. Year 8 only

D. Years 6 and 8

E. Years 8 and 9

HOME-EXERCISE EQUIPMENT SALES IN THE U.S.

Year
(Each hash mark represents one quarter)

Total Home-Exercise Equipment

Viva Home-Exercise Equipment
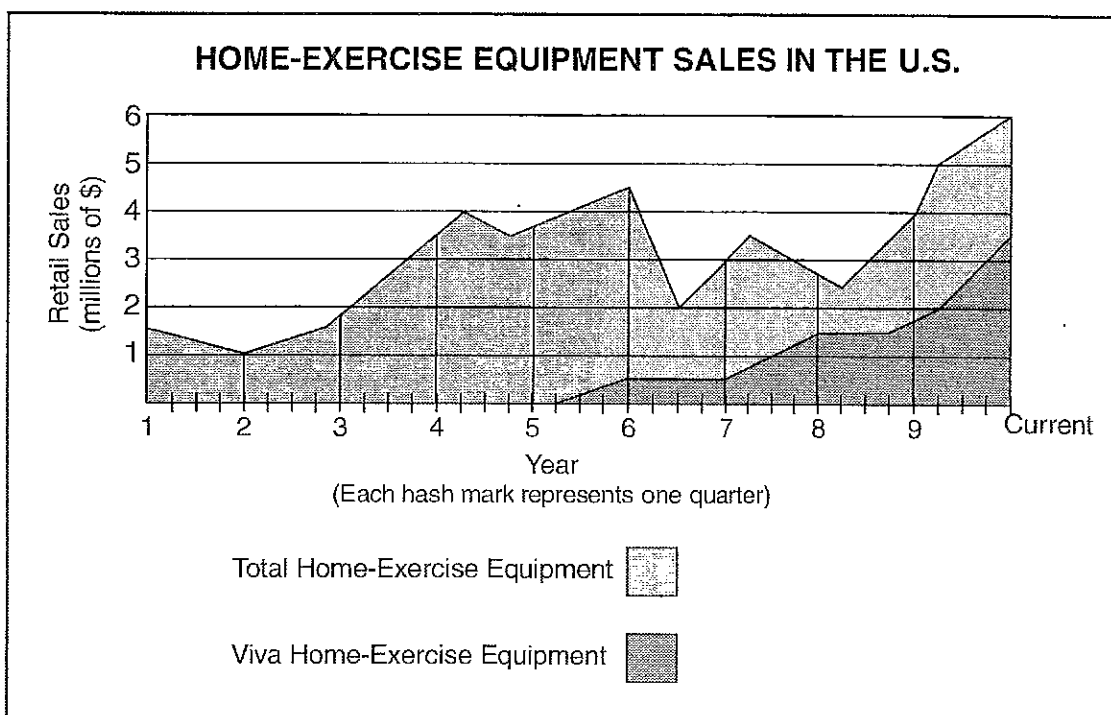
20. You are a sportswriter and are writing about the World League Mushball Tournament. You are doing an article on the two wild-card teams – the two teams with the best record who are not division leaders. According to the table shown, which two teams are the wild-card teams?

F. Algiers and Honolulu
G. Berlin and Mexico City
H. Buenos Aires and Madrid
J. Mexico City and Rio de Janeiro
K. Rio de Janeiro and Algiers

NA Division	W	L	Pct.	GB	E Division	W	L	Pct.	GB
Chicago	31	24	.564	-	Madrid	32	23	.582	-
Mexico City	28	26	.519	2 1/2	Berlin	28	27	.509	4
Montreal	27	28	.491	4	Paris	27	27	.500	4 1/2
Los Angeles	25	29	.463	5 1/2	London	24	31	.436	8
New York	18	37	.327	13	Rome	22	33	.400	10

SA Division	W	L	Pct.	GB	AS Division	W	L	Pct.	GB
Buenos Aires	34	21	.618	-	Moscow	29	26	.527	-
Rio de Janeiro	31	23	.574	2 1/2	Seoul	27	28	.491	2
Lima	27	28	.491	7	Bombay	27	28	.491	2
Caracas	26	29	.473	8	Hong Kong	26	29	.473	3
Bogota	25	29	.463	8 1/2	Singapore	24	30	.444	4 1/2

AF Division	W	L	Pct.	GB	AI Division	W	L	Pct.	GB
Cairo	31	24	.564	-	Melbourne	30	24	.556	-
Algiers	30	24	.556	1/2	Honolulu	29	26	.527	1 1/2
Cape Town	28	27	.509	3	Sidney	26	29	.473	4 1/2
Johannesburg	22	33	.400	9	Tokyo	24	31	.436	6 1/2
					Manila	23	32	.418	7 1/2

W - Wins   L - Losses   Pct. - Percent of games won   GB - Games Back

21. You are a laboratory supervisor and are checking the work of a new tech assistant. Which test has an incorrect color/type interpretation?

A. 1
B. 2
C. 3
D. 4
E. 5

Wavelength, nanometers (nm)
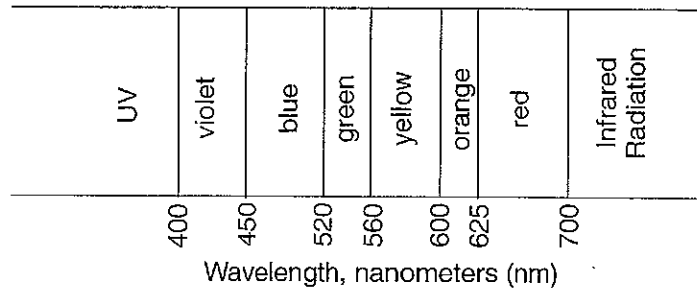
Electromagnetic Wavelength Tests
Tech: S. Anders   Date: 06/02

Test	Trial A	Trial B	Color/Type
1	460 nm	465 nm	blue
2	525	535	green
3	225	225	UV
4	610	615	red
5	510	510	blue

22. As a county watershed control assistant, you must examine monthly discharge rates for creeks, rivers, and streams in your county. For the date of June 19th, which creek had the highest discharge and what was that discharge?

F. Blue View Creek, 185

G. Middle Creek, 800

H. Middle Creek, 1000

J. Sandy Creek, 195

K. Sandy Creek, 950

Legend:
Blue View Creek ············
Middle Creek ------
Sandy Creek ————
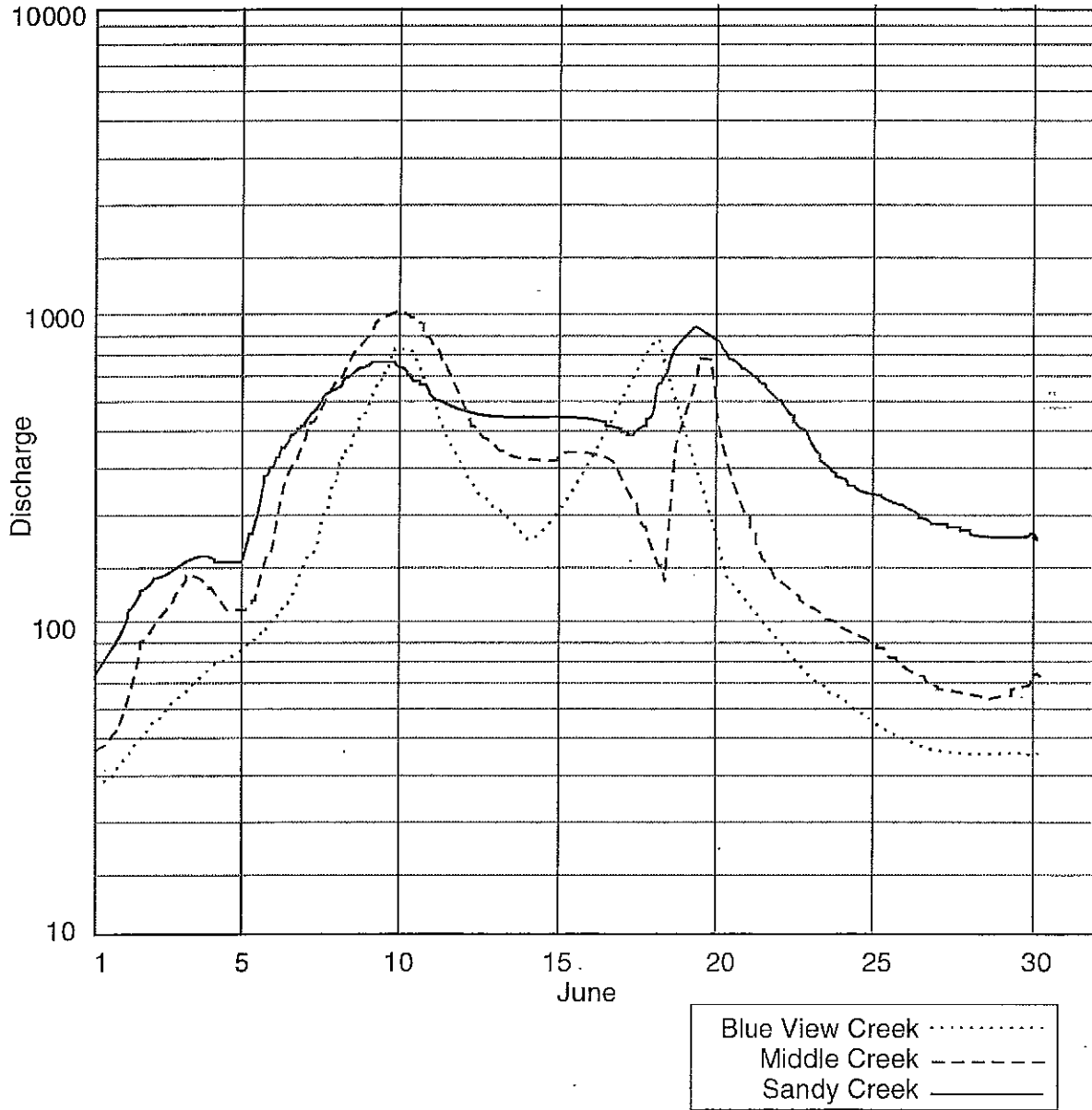
23. You maintain weekly inventory control. According to the chart shown, how many gallons remain in a horizontal drum with a wet depth measurement of 16 inches (liquid temperature is 50°F)?

- **A.** 28 gallons
- **B.** 29 gallons
- **C.** 30 gallons
- **D.** 43 gallons
- **E.** 45 gallons

Data for examples:
If Vertical = 22" & Temperature = 30°F,
Content = 39 gallons.
If Horizontal = 9" & Temperature = 50°F,
Content = 22 gallons
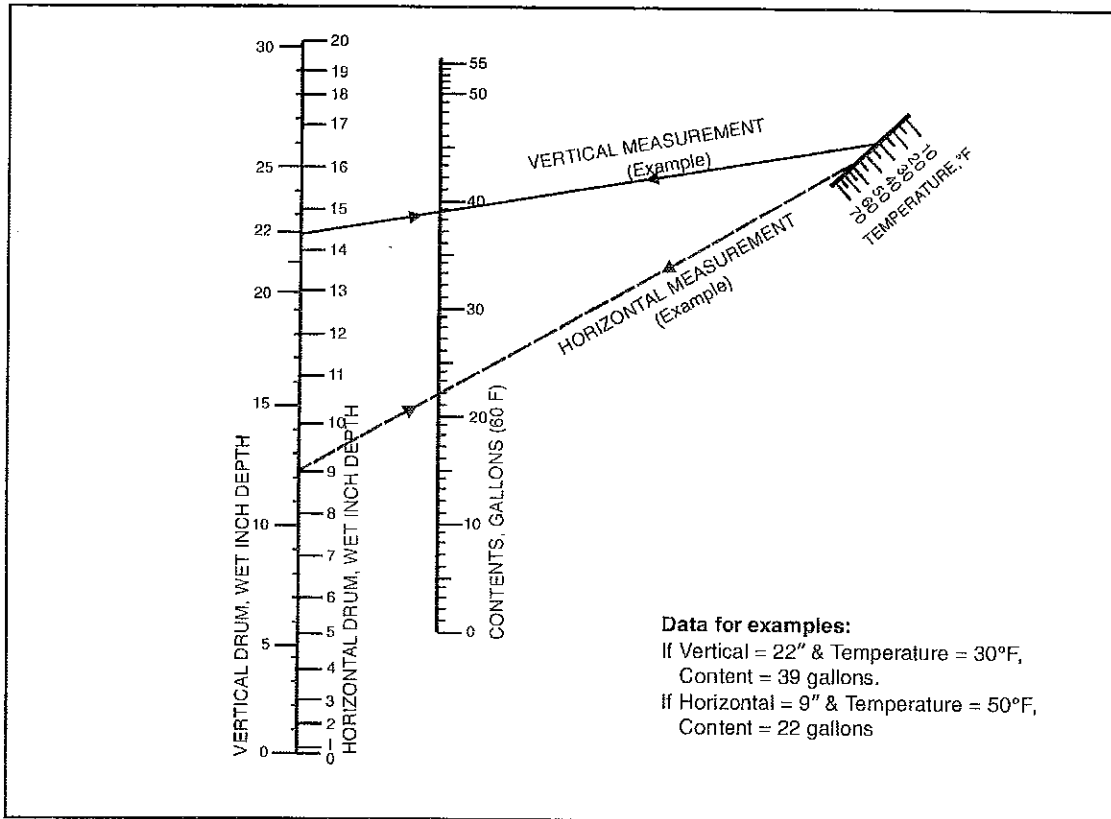
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Please go on with the test.

24. As an orchard worker, you use the bar chart and map shown to help customers choose apples. It is the last week of September and a customer wants to find apples that are best for sauce. What do you tell her?

    F.   Chieftain, row 3, and Golden Pippin, row 6

    G.   Chieftain, row 3, and King David, row 8

    H.   Lodi, row 7, and Tolman's Sweet, row 17

    J.   St. Edmunds Pippin, row 15, and Jersey Mac, row 4

    K.   St. Edmunds Pippin, row 15, and Keswick Codlin, row 18

APPLE JAKE'S ORCHARD APPLE RIPENING CHART

*	EARLIER VARIETIES	JULY WEEK 3 4	AUGUST WEEK 1 2 3 4	SEPTEMBER WEEK 1 2 3 4	OCTOBER WEEK 1 2 3 4	LATER VARIETIES	*
2	Lodi					Autumn Gold	5
4	Vista Belle					Empire	4
3	Jersey Mac					Macoun	4
4	Oriole					Jonagold	5
4	Viking					Liberty	5
4	Beacon					Jonalicious	5
4	State Fair					Jonadel	4
4	Empress					Red Delicious	4
3	St. Edmunds Pippin					Tolman's Sweet	2
4	Centennial					Chieftain	3
4	Early Gold					Northern Spy	4
5	Burgundy					Golden Delicious	5
4	Early Blaze					Super Gold	4
3	Keswick Codlin					Ultra Gold	5
5	Red Gravenstein					Suncrisp	5
5	Williams Pride					Blushing Golden	5
5	Gala					Fuji	4
4	Jonafree					Braeburn	4
4	McIntosh					Holiday	4
4	Cortland					Mutsu	5
4	Jonathan					King David	3
4	Jonamec					Rome Beauty	4
3	Golden Pippin					Baldwin	4
4	Spartan					Golden Russet	5
4	Ida Red					Winesap	3

* Best use for this variety:
2: In cider
3: In sauces
4: In pies and desserts
5: Fresh

Apple Jake's Orchards

20 | Jonafree | Jonalicious | Golden Russet | Jonagold
19 | Jonamec | Jonadel | Northern Spy | Ultra Gold
18 | Keswick Codlin | Winesap | Early Gold
17 | Williams Pride | Baldwin | Tolman's Sweet
16 | Mutsu | Burgundy | Centennial
15 | Cortland | St. Edmunds Pippin
14 | Suncrisp | Fuji
13 | State Fair | Holiday

Honeygold Creek

Blushing Golden
Golden Pippin — Spartan — Ida Red
Autumn Gold — Red Gravenstein
Super Gold
Rome Beauty — Braeburn — Chieftain
Early Blaze — Empire — Jersey Mac
Beacon
King David — Vista Belle
Red Delicious
Liberty — Empress — Viking — Jonathan
Pumpkin Patch — Gala — Golden Delicious — Lodi — Oriole — Macoun — McIntosh

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

Orchard Lane

Entrance

Parking

Gift House

25. As a wellness center technician, you perform Bone Mineral Density (BMD) screenings in order to determine a client's risk for osteoporotic fracture. According to the form and graph shown, this client should be advised that she is at:

- **A.** low risk and the results should be reported at her next checkup.
- **B.** low risk and she should make an appointment with her doctor later this month.
- **C.** moderate risk and the results should be reported at her next checkup.
- **D.** moderate risk and she should make an appointment with her doctor later this month.
- **E.** high risk and she should see the doctor immediately.

```
Nyoung Wellness Center
1201 Iroquois Lane
Weston, PA  16364
814-288-8889

BMD TEST TYPE
DXA[ ] pDXA[ ] SXA[ ] QUS[X] QCT[ ] pQCT[ ] RA[ ] DPA[ ] SPA[ ]
```

Patient Data			
Scan Date	**ID**		
11/15	MF045		
Lastname	**Firstname**		**Age**
Rashid	Japhia		55
Last Appt	**Hgt**	**Wgt**	**Sex**
08/06	5'8"	125	F
BUA	**%EXP**	**Zu**	**Tu**
86	118	.80	-0.22

```
Low Risk:        Results should be reported to doctor at
                 next regular checkup.
Moderate Risk:   Patient should make an appointment to
                 see doctor this month.
High Risk:       Patient should see doctor immediately.

Normal bone:     Tu > -1
Osteopenia:      Tu < -1 > -2.5
Osteoporosis:    Tu < -2.5
```

Normative BUA
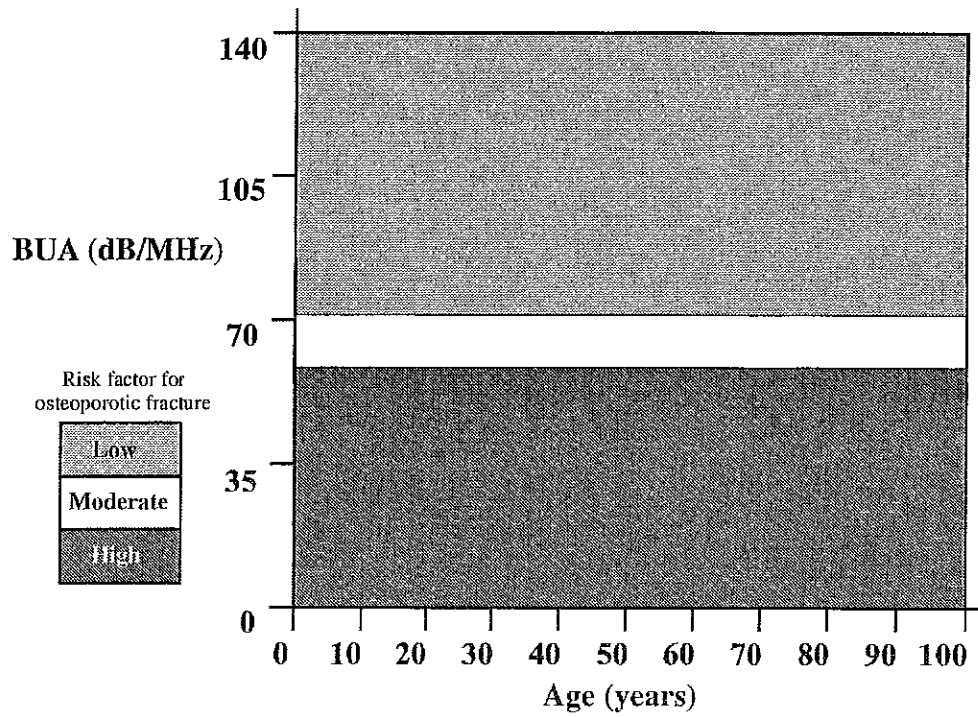
26. You work in a home-improvement store in Connecticut (CT). A customer needs enough loose-fill cellulose to adequately cover a 1750 square-foot attic, and to know how thick the material should be applied. According to the map and tables shown, how many bags should you ship him, and at what minimum thickness should he apply the cellulose?

   F.   403 bags, 3.5 inches
   G.   413 bags, 18 inches
   H.   543 bags, 13 inches
   J.   963 bags, 8.25 inches
   K.   1278 bags, 11 inches

R-Values by Zone

Zone	Attic/Ceiling R - Value	Ext. Wall R - Value	Floor R - Value	Basement Wall R - Value
1	R-19	R-11	R-11	—
2	R-30	R-13	R-13	R-11
3	R-30	R-13	R-19	R-11
4	R-38	R-15	R-19	R-11
5	R-38	R-21	R-19	R-15

Alaska = Zone 1   Hawaii = Zone 5
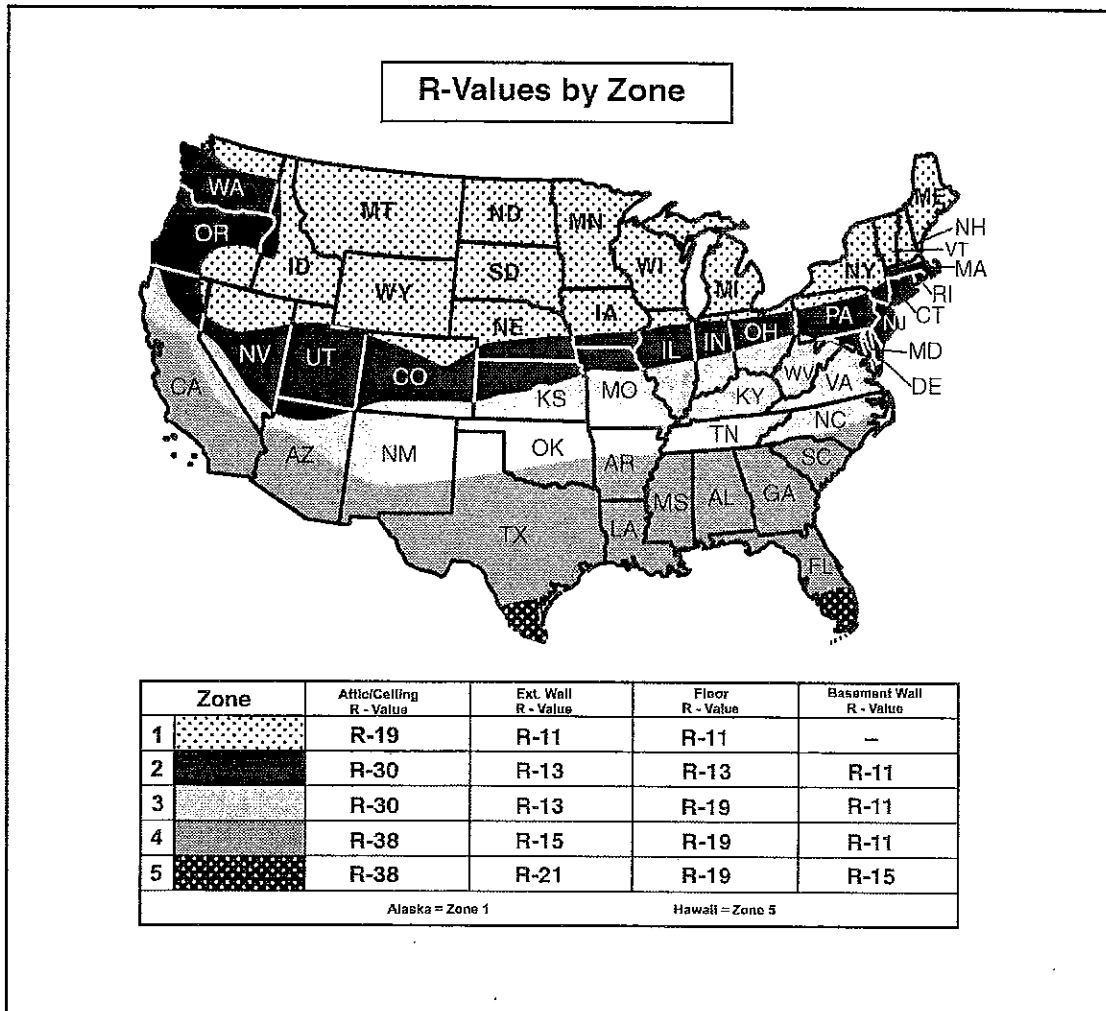
Loose-Fill Cellulose Application Chart

R-Value Mean. Temp	Minimum Thickness (inches)	Maximum Net Coverage (no allowance for joists)										Minimum Weight of Insulation (lbs. per sq. ft.)
		Max. Sq. ft. per bag	Bags per coverage area									
Attic												
R-38	11"	14	73	183	365	548	730	913	1095	1278	1460	2.2
R-32	9"	17	60	150	300	450	600	750	900	1050	1200	1.8
R-30	8.25"	18	55	138	275	413	550	688	825	963	1100	1.7
R-24	6.5"	23	43	108	215	323	430	538	645	753	860	1.3
R-19	5.25"	29	35	88	175	263	350	438	525	613	700	1.1
R-13	3.5"	43	23	58	115	173	230	288	345	403	460	.7
Sidewalls												
R-19	5.25"	21	48	120	240	360	480	600	720	840	960	1.0
R-13	3.5"	32	31	78	155	233	310	388	465	543	620	1.6
Coverage Area (# sq. ft.)		100	250	500	750	1000	1250	1500	1750	2000		

27. You are assisting a university biologist. A crocodile tooth has been found and it corresponds to the tooth marked with an arrow. You need to classify the tooth appropriately. Based on the diagram shown, what should be the abbreviation for the tooth?
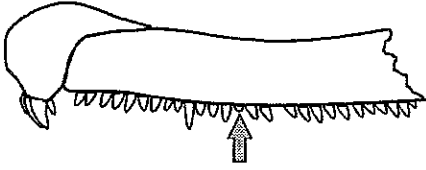
- **A.** d4
- **B.** d31
- **C.** m6
- **D.** m10
- **E.** m14

28. You are assisting a university biologist. You have discovered a piece of bone that is from the lacrimal region of a crocodile skull. To be sure, you try to match the piece with one of the others you have found. According to the diagram shown, which region is closest to the lacrimal region?

- **F.** ectopterygoid
- **G.** nasal
- **H.** parietal
- **J.** premaxilla
- **K.** pterygoid
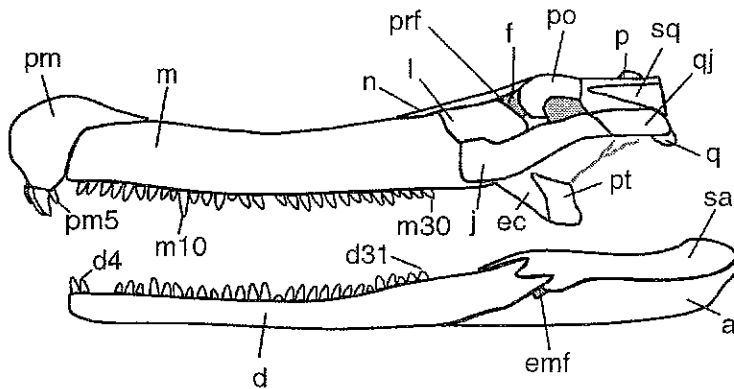
Abbreviations:
1-31, tooth number
a, angular
d, dentary
ec, ectopterygoid
emf, external mandibular fenestra
f, frontal
j, jugal
l, lacrimal
m, maxilla
n, nasal
p, parietal
pm, premaxilla
po, postorbital
prf, prefrontal
pt, pterygoid
q, quadrate
qj, quadratojugal
sa, surangular
sq, squamosal

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Please go on with the test.

33

29. You are a baker at a specialty bakery and are trying out several British recipes for muffins and pies. In doing so, you use tables like the ones shown to convert the measurements so you can use the utensils you have on hand. The recipe you are using calls for .1 liter of melted butter. According to the tables shown, how many U.S. cups of melted butter should you use for this recipe?

- **A.** 1/2
- **B.** 5/6
- **C.** 1
- **D.** 2
- **E.** 4

30. You are a baker at a specialty bakery and are trying out several British recipes for muffins and pies. In doing so, you use tables like the ones shown to convert the measurements so you can use the utensils you have on hand. One recipe calls for 60 milliliters of liquid vanilla extract. According to the tables shown, how many fluid ounces of liquid vanilla extract should you use?

- **F.** ¼
- **G.** ½
- **H.** 1
- **J.** 2
- **K.** 4

TABLE OF EQUIVALENTS

Liquid Measure Volume Equivalents	
60 drops	= 1 teaspoon
1 teaspoon	= ⅓ tablespoon
1 tablespoon	= 3 teaspoons
2 tablespoons	= 1 fluid ounce
4 tablespoons	= ¼ cup
5 ⅓ tablespoons	= ⅓ cup
8 tablespoons	= ½ cup
16 tablespoons	= 8 fluid ounces
8 tablespoons	= 4 fluid ounces
¼ cup	= 2 fluid ounces
½ cup	= 4 fluid ounces
¾ cup	= 6 fluid ounces
1 cup	= 8 fluid ounces
2 cups	= 16 fluid ounces
⅜ cup	= ¼ cup plus 2 tablespoons
⅝ cup	= ½ cup plus 2 tablespoons
⅞ cup	= ¾ cup plus 2 tablespoons
1 cup	= ½ pint
1 gill, liquid	= 4 fluid ounces
1 pint, liquid	= 4 gills or 16 fluid ounces
1 quart, liquid	= 2 pints
1 gallon, liquid	= 4 quarts

Dry Measure Volume Equivalents	
A few grains	= Less than ⅛ teaspoon
1 quart	= 2 pints
1 quart	= ¼ gallon
4 quarts	= 1 gallon
8 quarts	= 2 gallons
1 peck	= 2 gallons or ¼ bushel
4 pecks	= 1 bushel

Weight Equivalents

1 ounce	= 16 drams
1 pound	= 16 ounces
1 kilo	= 2.20 pounds

COMPARATIVE U.S. AND BRITISH MEASUREMENTS

Liquid Measure Volume Equivalents

1 ¼ teaspoons	= 1 English teaspoon	1 U.S. teaspoon	= 5 milliliters
1 ¼ tablespoons	= 1 English tablespoon	1 U.S. tablespoon	= 15 milliliters
1 U.S. gill	= ⅝ English teacup	4 U.S. tablespoons	= 60 milliliters
2 U.S. gills	= ⅚ English breakfast-cup	16 U.S. tablespoons	= .25 liter
1 U.S. cup	= ⅚ English breakfast-cup	1 U.S. gill	= .1 liter
1 U.S. gill	= ⅚ English—Imperial—gill	1 U.S. pint	= .5 liter
1 U.S. pint	= ⅚ English—Imperial—pint	1 U.S. quart	= .9463 liter
1 U.S. quart	= ⅚ English—Imperial—quart	1 U.S. gallon	= 3.785 liters
1 U.S. gallon	= ⅚ English—Imperial—gallon		

Dry Measure Volume Equivalents

1 U.S. pint	= 1 English pint
1 U.S. quart	= 1 English quart
1 U.S. peck	= 1 English peck
1 U.S. bushel	= 1 English bushel

Weight Equivalents

1 U.S. ounce	= 1 English ounce
1 U.S. pound	= 1 English pound

Metric Dry Measure Volume Equivalents

1 U.S. pint	= .551 liters
1 U.S. quart	= 1.101 liters
1 U.S. peck	= 9 liters
1 U.S. bushel	= 35.24 liters

31. You are a finance research assistant with a company that purchases smaller companies. You use the chart and table shown to compare prospective buys with current companies. Your company only purchases companies in the 90th percentile. Which company fits that prerequisite for purchase?

A. JMO Clothiers
B. Kenai Kampgoods
C. Northmann Cookies
D. Pierre's
E. Wolfware Software

32. You work for a business that purchases smaller companies. You use the information shown to compare prospective buys with current companies. Your supervisor wants you to look at Office Bytes, a 6-year-old computer company that earned a $723,000 profit last year. Using the chart and information shown, how does Office Bytes compare to Wolfware Software?

F. Both Office Bytes and Wolfware Software are in the Median percentile.
G. Both Office Bytes and Wolfware Software are in the 75th percentile.
H. Office Bytes is in the 25th percentile, and Wolfware Software is in the Median percentile.
J. Office Bytes is in the Median percentile, and Wolfware Software is in the 75th percentile.
K. Office Bytes is in the 75th percentile, and Wolfware Software is in the Median percentile.

Percentile Key:
90th
75th
Median
25th
10th
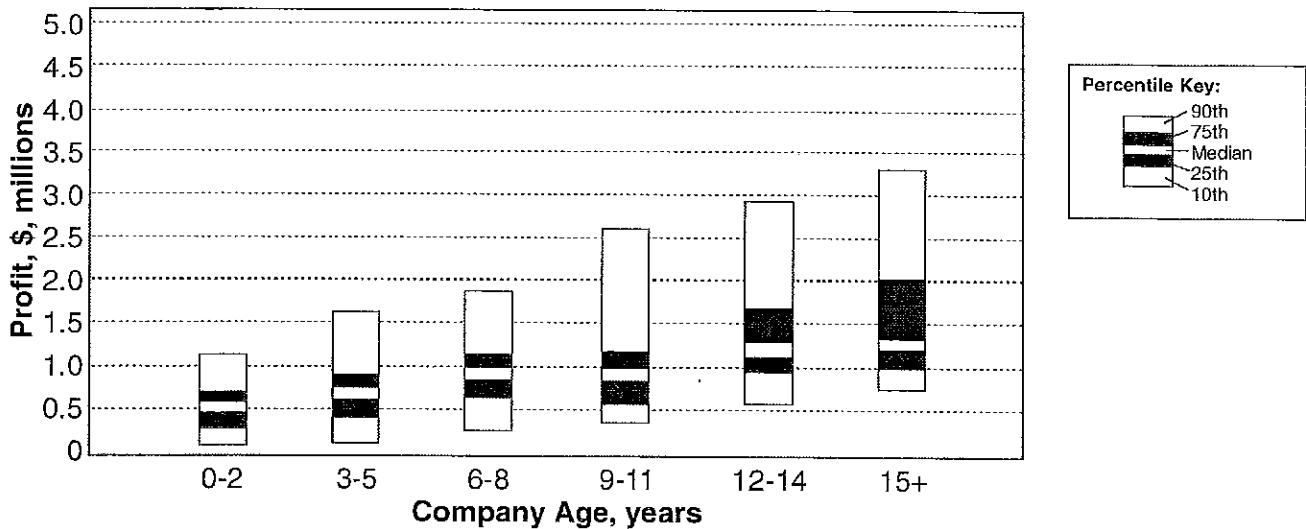
Prospective Purchases:

Company	Age	CEO	Headquarters	Last Year Profit
JMO Clothiers	8	John Smith	Louisville, KY	$1,021,000
Kenai Kampgoods	10	Rachel Stonebrook	Juneau, AK	$721,000
Northmann Cookies	16	Kay Northmann	Mason City, IA	$1,315,000
Pierre's	5	Pierre LePez	San Diego, CA	$1,016,000
Wolfware Software	1	Raul Gomez	Denver, CO	$514,000

33. You are a greeter at a restaurant. At 7:05, a group of three customers arrives at the restaurant without a reservation. They do not want to sit near the kitchen. You generally allow two hours for a party to eat and for the staff to clear and reset the table. According to the floor plan and reservation list shown, where should you seat them?

    A.   Booth 2

    B.   Booth 22

    C.   Booth 24

    D.   Table 7

    E.   Table 29

34. The Chang party arrives a half hour early with three extra people, and would like to know if you can seat them now. You generally allow two hours for a party to eat and for the staff to clear and reset the table. According to the floor plan and reservation list shown, what should you tell the Chang party?

    F.   Yes, but not by a window.

    G.   No; they will have to wait a half hour.

    H.   No; they will have to wait one hour.

    J.   No; they will have to wait one and a half hours.

    K.   No; they will have to wait two hours.

Seating
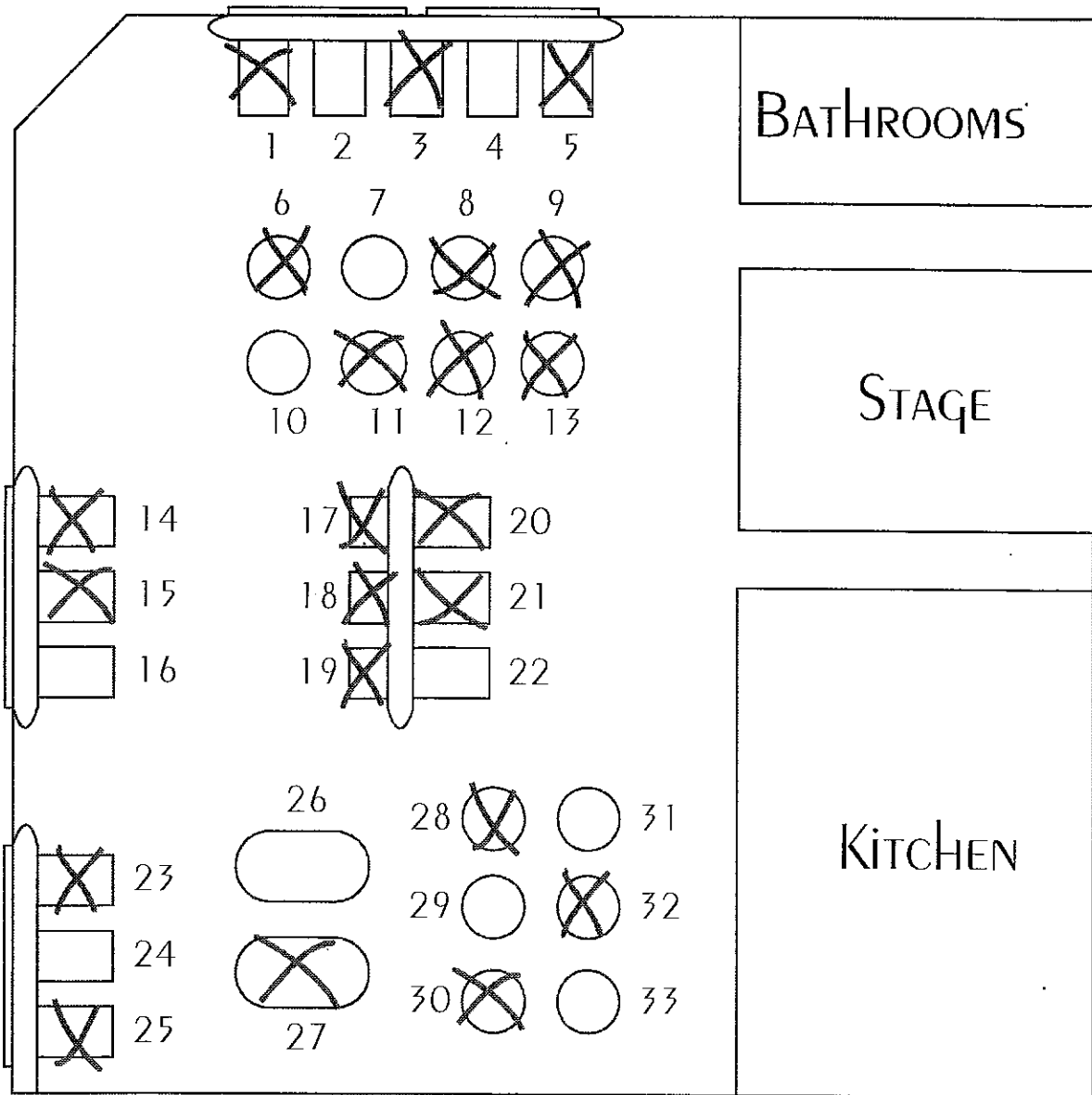
		Seats at Most			Seats at Most
□	Booth for	2	○	Table for	6
▭	Booth for	4	⬭	Table for	8

Window ▭

Reservations

6:30

✓ ~~Johnson (4) #9~~   Martinez (6)

✓ Fong (3) W #3   ✓ Smith (4) W#5

✓ Colby (2) B #17   ✓ McAndrew (2) #19

✓ Larsen (8) #27   ✓ Bolger (2) B #18

✓ Johnson (5) #11

7:00

✓ Connors (2) W#23   ✓ Ruiz (5) #28

Lewis (3) - hold #10   ✓ Roth (6) #32

~~Berry (6) B~~   Rivanis (4) B

✓ Jones (3) #13
~~Martin (6) W~~   ✓ Davis (4) #12

✓ Watley (3) W#15

7:30   Johnsen (4) B
~~Linn (3)~~   Chang (4) W

✓ Douglas (2) #9   Thomas (4) B

Frye (3) W

Montana (2)

Dylan (7)

8:00

Franken (4) W

Thompson (2)

Okazaki (3)

8:30

Nichols (2) B

9:00

Note:
1) Number in parentheses = number of persons in party
2) B = request for booth
3) W = request for window seat
4) Number following # = table or booth number
5) Single line through name = cancellation
6) Check mark (✓) = arrival of party
7) Check mark and single line through name = departure of party

35. You schedule appointments for Dr. Wahl following the guidelines shown. It is Monday morning, and Dr. Wahl finds out that the afternoon meeting she was scheduled to attend has been canceled, so you can schedule call-in patients for this afternoon. After this afternoon, Dr. Wahl's next available appointment is in three weeks. Based on the charts shown, the first two patients you should try to schedule for this afternoon are:

    A.   Allan and Ambili.

    B.   Ambili and Tally.

    C.   Ambili and Wessel.

    D.   Floyd and LaPlante.

    E.   Kapy and Lopez.

36. You have just scheduled Tito Brooks for Friday afternoon, and he calls back to ask how long his appointment will take. After looking at the information shown, you know that he should be in the office for:

    F.   30 minutes.

    G.   30 minutes + 15 minutes.

    H.   30 minutes + 15 minutes + 15 minutes.

    J.   1 hour + 30 minutes.

    K.   all of Friday afternoon.

Patient Call-In List
(Nonemergency)

Patient Name	Work Needed	Days & Times Available
Trixie Wessel	lower partial denture	mornings only
Joy Ambili	#30 crown	Mon, Wed
Laryssa Allan	MODB #5 filling	anytime
Benson Tally	bridge #3-5	Mon, Tues, Fri
Thomas Dessaint	DL #8 filling	Wed, Fri
Tracy Atkinson	MODBL #3 filling	Wed afternoons, Sat
Francine Costello	#17 impaction	Mon, Tues, Thurs
Nancy Hickok	#8, 9 laminates	afternoon
Jason Long	upper partial denture	anytime
Allison LaPlante	#11 XT	Mon, Wed, Fri afternoons
Andrea Huntoon	28, 29 DO inlays	before 10
Louise Kapy	root canal #20	1st morning appt.
Roberto Lopez	#8 root canal	Tues, Fri
Tito Brooks	#18 MODL filling	after 3:30
Jenny Floyd	#13 XT	anytime

Procedures in Order of Office Priority	First Appt. Time	Schedule Follow-up in:*	Follow-up Appt. Time	Scheduling Reminders
Crown or Bridge ◆	1+30	3 weeks	45	Always schedule appointments in order of office priority first, and patient call-in order second.
Dentures	45	1 week	30	
Partial Dentures	30	2 weeks	30	
Inlays ◆	1	2 weeks	30	
Endodontics (root canals, etc) ◆ ◆	1	within 4 days	30	Each tooth surface is shown on the call-in sheet by a capital letter: MOD represents 3 surfaces. (Add 15 minutes to appointment time for more than 3 surfaces.)
Laminate	1	2 weeks	45	
Restorations (fillings, etc.) ◆	30	--	--	
Bleaching	30	variable	30	
Extractions (XT) ◆ ◆	30	--	--	For lower molars (#17, 18, 19, 30, 31, 32), schedule patient to arrive 15 minutes early.
Impactions ◆ ◆	45	--	--	

* This is either the time a patient needs to heal or the lab time needed before the doctor can finish the work. **Follow this schedule exactly.**

◆ Emergency coverage by a staff doctor is advisable on the night of the appointment.

◆ ◆ Emergency coverage by a staff doctor is very important on the night of the appointment.

37. You are an event coordinator for a conference center. The Food Service Managers' Conference chairperson calls to ask if an LCD projector can be added to the list of required features for Julie Podesta's event. This will require you to switch her room with another event. According to the tables shown, which room, if any, can you switch with hers?

- **A.** 101
- **B.** 103
- **C.** 201
- **D.** 202
- **E.** No other room is available.

38. You are an event coordinator for a conference center. You receive an e-mail from the Food Service Managers Conference Committee asking if a room is available to make an hour-long teleconference at 11:00 on both days of the conference. According to the tables shown, which room is available each day?

- **F.** Room 101 on Thursday and Room 115 on Friday
- **G.** Room 103 on both Thursday and Friday
- **H.** Room 117 on Thursday and Room 235 on Friday
- **J.** Room 122 on both Thursday and Friday
- **K.** Room 202 on Thursday and Room 103 on Friday

Entrada Conference Center																	
	Small Meeting Rooms				Auditoriums		Seminar Rooms		Large Meeting Room	Ballroom	Computer Labs		Common Areas				Terrace
Room Number	115	117	228	230	101	103	201	202	122	33	233	235	Gallery North	Gallery South	Alcove East	Alcove West	
Dimensions	22 x 36	20 x 34	22 x 36	20 x 34	42 x 53	42 x 51	40 x 39	40 x 38	45 x 36	102 x 54	20 x 34	20 x 34	102 x 10	118 x 24	36 x 18	36 x 16	
Capacity/Configuration																	
C) Class	30	26	30	26			66	66	70	200	25	25					
R) Rounds of 10	40	36	40	36			90	90	80	350							
T) Theater	56	50	56	52			81	79	95	440							
O) Open Square	28	24	28	24			40	40	44	96							
U) "U"	22	20	22	20	66	66	30	30	38	62							
Display																	
B) Booth					.					34			17	4	2	2	
T) Table										74			44	28	8	11	
Features																	
1) 32" Monitor & Video Playback	x	x	x	x											x	x	
2) Teleconferencing	x		x		x	x	x	x									
3) Ethernet Hookup	x	x	x	x							x	x					
4) Audio Reinforcement					x	x	x	x	x	x			x	x	x	x	x
5) LCD Projector					x	x	x	x									
6) Large Viewing Screen					x	x	x	x	x	x							
7) Audio Production					x	x	x	x	x	x							
8) Video Production							x	x		x							
9) Document Camera					x	x											
10) Webcasting					x	x	x	x									
11) Catering							x	x	x	x			x	x	x	x	x

FOOD SERVICE MANAGERS ASSOCIATION ANNUAL CONFERENCE
Entrada Conference Center, Richfield, CA 92342   Schedule of Events

Thursday	Event	Speaker	Location	Enrollment	Configuration & Features
8:30 - 9:00	Opening Keynote Address	John Goodwin	33		4, 6, 7, 8
9:00 - 9:45	General Session		33	98	T, 4, 6
9:00 - 12:30	Web Design Workshop	Richard Dale	233	25	3
9:45 - 10:15	Break:		East Alcove		11
10:00 11:15	Designer Dishes on a Budget	Sylvia Fournier	202	58	C, 4
10:15 11:30	Breakout Groups		115, 228, 230	38, 32, 28	R, 1, 3
11:00 12:00	What's Your ROP	Rick Stamos	201	69	T, 4, 7
11:15 12:15	Using Productivity Ratios	Carlos Pena	103	60	4, 5, 9
12:00 12:45	Catering With Care	Clay Jefferson	122	83	T, 4
12:15 1:45	Lunch		Galleries		11
1:30 5:00	Automated Ordering Workshop	Antonio Valada	235	25	3
1:45 2:45	Beefing Up Your Image	Stephan Greenberg	101	60	4, 5, 6
1:45 2:30	Foodservice Feng Shui	Jill Vasarella	201	78	T, 4, 6, 8
2:30 3:00	C-Stores: Not Just Hot Dogs	Thomas O'Shea	122	88	T, 4, 6, 7
3:15 4:00	Nutrition Nuts & Bolts	Carla Nerad	202	60	C, 4, 5, 6, 7
3:45 4:15	Refrigerator Wrongs	Pat Bragg	103	58	4, 5, 6, 9
4:15 5:00	Strategic Partnerships	Tony Nguyen	101	61	2, 4, 9, 10
5:15 6:15	Bon Foie Gras	Eugene Brazier	33	325	T, 4, 6, 7, 8
5:30 7:00	Welcome Reception		South Gallery		4, 11
Friday					
8:30 - 9:00	Keynote Address	Arnold Lee	33		4, 6, 7, 8
9:00 - 9:45	General Session	Walter Lewis	33	110	T, 4, 6
9:00 - 12:45	Scheduling Workshop	Louise Roberts	233	25	3
9:45 - 10:00	Break		East Alcove		11
10:00 - 11:00	Award Winning Dining Halls	Julie Podesta	122	65	C, 4, 7
10:15 11:30	Streamline Your RFQs	Samuel Overby	103	23	4
10:15 11:30	Breakout Groups		117, 228, 230	36, 34, 33	R, 1, 3
11:00 12:15	Board Plan Forum	Deka Cambro	202	28	L, 4, 5
11:15 - 12:15	Technology in the Kitchen	Amy Marshall	201	59	C, 4, 6, 7
11:30 12:30	Feeding 500 Kids Fast	Gail Kitt	101	54	4, 6
12:15 - 1:30	Lunch:		Terrace		11
1:30 5:00	Recipe Management Workshop	Craig Anderson	235	24	3
1:30 2:45	Bean Counting 101	Tracy Corrigan	202	27	U, 2, 4, 5, 6, 7
1:30 2:30	Not Your Mother's Macaroni	Sumita Ghonem	101	56	4
2:45 3:45	Salads Kids Will Love	Arthur Washington	201	75	T, 4, 8
4:00 5:00	Meal Planning Strategies	Bob Keene	122	70	R, 4, 11

STOP! END OF TEST.
YOU MAY GO BACK AND CHECK YOUR WORK.

Answer Key is provided on next page.

KEYSHEET

NUMBER	KEY
1	B
2	G
3	D
4	J
5	A
6	H
7	B
8	H
9	E
10	F
11	C
12	G
13	D
14	G
15	B
16	G
17	E
18	K
19	E
20	K
21	D
22	K
23	D
24	F
25	A
26	J
27	E
28	G
29	A
30	J
31	D
32	H
33	D
34	J
35	B
36	H
37	C
38	F

WorkKeys *Locating Information* Level Estimates

NOTE: These items are mapped to WorkKeys levels and can give an indication of skills levels likely to be achieved on actual WorkKeys assessments. However, remember that these are practice materials only, have not been psychometrically calibrated, and are NOT substitutes for official WorkKeys tests and scores. They are intended to be used for developmental/training purposes only.

Number of Items Correct	Estimated Level Score
0–14	<3
15–18	3
19–24	4
25–29	5
30+	6

Answer Justifications

Item Number 1

A. Incorrect. *5%.* According to the chart, 5% is the percentage for Drinks.
B. Correct. *15%.* Locate the piece of the pie chart next to "Ice Pops" to find the percentage inside the piece to be 15%.
C. Incorrect. *20%.* According to the chart, 20% is the percentage for Pastries.
D. Incorrect. *25%.* According to the chart, 25% is the percentage for Cookies.
E. Incorrect. *35%.* According to the chart, 35% is the percentage for Ice Cream.

Item Number 2

F. Incorrect. *$100.00.* According to the closing form shown, $100 is the amount in hundreds.
G. Correct. *$567.87.* Follow the form down to find "Checks" on the left, then move to the right to see that the amount in checks is $567.87.
H. Incorrect. *$643.78.* According to the closing form shown, $643.78 is the amount charged on VCharge.
J. Incorrect. *$989.04.* According to the closing form shown, $989.04 is the amount charged on CardMaster.
K. Incorrect. *$2,568.83.* According to the closing form shown, $2,568.83 is the total amount.

Item Number 3

A. Incorrect. Although this "First Quarter" Moon phase symbol is indicated for January 6, February 4, March 6, and April 4, it is not the correct Moon phase symbol for March 28.

B. Incorrect. Although this "Full" Moon phase symbol is indicated for January 13, February 11, March 13, and April 11, it is not the correct Moon phase symbol for March 28.

C. Incorrect. Although this "Last Quarter" Moon phase symbol is indicated for January 20, February 18, March 20, and April 18, it is not the correct Moon phase symbol for March 28.

D. Correct. First follow the March column down to find "28" in the bottom row. Then follow that row to the left to see that the correct Moon phase symbol for March 28 is "New."
E. Incorrect. *No Moon phase symbol should be inserted on March 28.* March 28 is listed on the form as a "New" Moon.

Item Number 4

F. Incorrect. *Alice Anderson.* Although Alice Anderson represents the East Central region, New York is in the Northeast region.

G. Incorrect. *Lars Larson.* Although Lars Larson represents the Great Lakes region, New York is in the Northeast region.

H. Incorrect. *Kelly Carney.* Although Kelly Carney represents the Midwest region, New York is in the Northeast region.

J. Correct. *Thurmond Salkick.* First locate "New York" in the "States Assigned" column. It is in the fourth row that begins with "Connecticut, Maine..." Then follow that row to the left to see that Thurmond Salkick is the Account Executive for the Northeast region.

K. Incorrect. *Dan Elizondo.* Although Dan Elizondo represents the Southeast region, New York is in the Northeast region.

Item Number 5

A. Correct. *A ding on the hood and a scratch on the driver's side.* The form graphically indicates this damage. The handwritten text "ding" has a line pointing to the hood, and the handwritten text "scratch" has a line pointing to the driver's side.

B. Incorrect. *A ding on the hood and a scratch on the passenger's side.* The form does show a ding on the hood, but the scratch is on the driver's side rather than on the passenger's side.

C. Incorrect. *A ding on the hood only.* The form does show a ding on the hood, but this is not the **only** damage indicated; there is also a scratch on the driver's side.

D. Incorrect. *A scratch on the hood and a ding on the driver's side.* This is the reverse of what is shown on the form. The ding is on the hood and the scratch is on the driver's side.

E. Incorrect. *A scratch on the hood only.* While a **scratch** and the **hood** are present in the graphic, a ding is on the hood and a scratch is on the driver's side.

Item Number 6

F. Incorrect. *5.* Although 5 is close to the correct answer, the line is at 6½.

G. Incorrect. *6.* Six inches is a rounded down measurement; the line is at 6½.

H. Correct. *6½.* The line is drawn and the tape matches halfway between 6 and 7, so the line is at 6½.

J. Incorrect. *7.* Although 7 is halfway between the line and the edge of the board, the line is at 6½.

K. Incorrect. *7½.* This is the measurement to the end of the board; the question asks for the measurement at the line drawn, which is 6½.

Item Number 7

A. Incorrect. *7–9AM only.* The form states that the patient is unavailable at 2–4PM in addition to 7–9AM.

B. Correct. *7–9AM and 2–4PM.* According to the handwritten text ("7–9am, 2–4pm") to the right of the space labeled "Unavailable Times" on the form, the patient is unavailable at 7–9AM and 2–4PM.

C. Incorrect. *2–4PM only.* The form states that the patient is unavailable at 7–9AM in addition to 2–4PM.

D. Incorrect. *5–6PM only.* "5–6" is part of the phone number (555-6268) shown on the form; however, the form states that the patient is unavailable at 7–9AM and 2–4PM.

E. Incorrect. *This week.* The form indicates that the appointment should be scheduled "within 1 week," not that the patient is unavailable this week. According to the form, the patient is unavailable at 7–9AM and 2–4PM.

Item Number 8

F. Incorrect. *August 1*. Although August 1 is the first day of the month, August 4 is the first Monday of the month.

G. Incorrect. *August 3*. Although August 3 is the start of the first full week of the month, August 4 is the first Monday of the month.

H. Correct. *August 4*. The first number underneath "M" (Monday in a calendar week), is "4"; therefore, August 4 is the first Monday on the calendar shown.

J. Incorrect. *August 25*. Although August 25 is the last Monday of the month, August 4 is the first Monday of the month.

K. Incorrect. *August 31*. Although August 31 is the last day of the month, August 4 is the first Monday of the month.

Item Number 9

A. Incorrect. *English*. Although English is one of the subject areas listed, the class scored well in English.

B. Incorrect. *History*. Although students did not perform well in History, it is not the subject area in which the class scored the lowest.

C. Incorrect. *Math*. Although students did not perform well in Math, it is not the subject area in which the class scored the lowest.

D. Incorrect. *PE*. Although PE is one of the subject areas listed, the class scored the highest in PE, not the lowest.

E. Correct. *Science*. Science is the subject area in which the class scored the lowest; it has the shortest bar in the bar graph shown.

Item Number 10

F. Correct. *Microwave #4692*. The microwave box is checked and the model number is "4692."

G. Incorrect. *Microwave #62987*. Although the microwave box is checked, "62987" is the dealer zip code.

H. Incorrect. *Microwave #83771210*. Although the microwave box is checked, "83771210" is the serial number, not the model number.

J. Incorrect. *Refrigerator #4692*. Although the model number is correct and the checked box is close to "Refrigerator," that box belongs to "Microwave."

K. Incorrect. *Refrigerator #83771210*. The checked box is close to "Refrigerator," but that box belongs to "Microwave." Also, "83771210" is the serial number, not the model number.

Item Number 11

A. Incorrect. *B Street and 2nd Avenue*. This is where the Shopping Mall entrance is located, not the Library entrance.

B. Incorrect. *D Street and 6th Avenue*. While the Library is near here, the entrance is not on D Street.

C. Correct. *E Street and 6th Avenue*. The legend explains that the star shows the location of the main entrance. The entrance of the Library is found at the corner of E Street and 6th Avenue.

D. Incorrect. *F Street and 7th Avenue*. Although F Street and 7th Avenue is near the entrance and below the words "Public Library," it is one block away from the entrance.

E. Incorrect. *H Street and 5th Avenue*. H Street and 5th Avenue is the location of the City Hall entrance.

Item Number 12

F. Incorrect. *$1.30.* This is the phone charge for 8/26.

G. Correct. *$2.50.* This is the phone charge for the first night (8/24). Locate the first listed date at the bottom of the form (8/24) and follow the column down to the Phone Charges row to see that the first phone charge is $2.50.

H. Incorrect. *$3.20.* This is the phone charge for 8/25.

J. Incorrect. *$5.85.* This is the tax charge for 8/24 and 8/25.

K. Incorrect. *$7.29.* This is the restaurant charge for 8/24.

Item Number 13

A. Incorrect. *equal to the average rate of boys her age.* The chart indicates that the average growth rate of 14-year-old boys would be closer to 6.5 centimeters. This patient's growth rate (4 centimeters) is slightly less than the average height gain of girls her age (4.7 centimeters), as indicated by the dotted line.

B. Incorrect. *equal to the average rate of girls her age.* Although this patient's growth rate comes close to the dotted line for girls, it is slightly less than the average, not equal to it.

C. Incorrect. *off the chart for growth rate.* This patient's growth rate is slightly less than the average (indicated by the dotted line), not off the chart.

D. Correct. *slightly less than the average rate of girls her age.* Locate the 4 on the axis labeled "Average height gain per year in centimeters" and follow the line until it reaches the 14 on the "Age in years" axis. Four cm is slightly below the dotted line that the key indicates represents "Girls." This means that the patient's growth rate is slightly below, or less than, the average rate for 14-year-old girls, which the table shows as 4.7 centimeters per year.

E. Incorrect. *slightly more than the average rate of girls her age.* This patient's growth rate is slightly less than the average (indicated by the dotted line), not above/more than the average.

Item Number 14

F. Incorrect. *Call Reservations/DVD players.* Although TH missed this task within the "Pre-Closing Duties" on Tuesday, the question asks which pre-closing duty was missed **Thursday**.

G. Correct. *Check bathrooms.* The employee did not enter his/her initials (TH) in the designated area for "Check bathrooms" under "Pre-Closing Duties" on Thursday, which indicates that he/she did **not** perform this duty.

H. Incorrect. *Clean Doors.* Although this pre-closing task was missed on Sunday, Wednesday, and Saturday, TH **did** complete the task on Thursday.

J. Incorrect. *Turn off monitors/printers.* Although TH did not enter his/her initials in the designated area for "Turn off monitors/printers" for Thursday, this step falls under the "At Close" section instead of the "Pre-Closing Duties" section.

K. Incorrect. *Wipe scuff marks off counters.* Although TH did not enter his/her initials in the designated area "Wipe scuff marks off counters" for Thursday, this step falls under the "At Close" section instead of the "Pre-Closing Duties" section.

Item Number 15

A. Incorrect. *Package 1 for 3 days.* Although $40.85 is within the $45.00 budget for a 5-line ad, the ad will run for only 3 days. There is a better answer—the same package for 5 days—which meets the customer's request for "as long as possible" and is still under $45.00.

B. Correct. *Package 1 for 5 days.* The dollar amount closest to but not exceeding the $45.00 amount given for 5 lines in Package 1 is for 5 days ($44.80). The dollar amount closest to but not exceeding $45.00 for 5 lines in Package 2 runs for only 1 day ($38.55). Because the ad will run much longer under Package 1, "Package 1 for 5 days" is the best answer.

C. Incorrect. *Package 1 for 7 days.* Although the ad would run for the longest number of days shown on the table (7 days), five lines of text for 7 days in Package 1 is $50.70, which exceeds the customer's budget of $45.00.

D. Incorrect. *Package 2 for 5 days.* Although the ad would run for 5 days, 5 lines of text in Package 2 is $50.00, which exceeds the customer's budget of $45.00.

E. Incorrect. *Package 2 for 7 days.* Although the ad would run for the longest number of days shown on the table (7 days), the price located on the table ($55.90) exceeds the customer's budget of $45.00.

Item Number 16

F. Incorrect. *1/4" x 4' x 8', black stripe.* The SKU# for this wood (133-1215) is directly above the SKU number that is listed on the customer's receipt.

G. Correct. *3/8" x 4' x 8', black stripe.* The SKU# of 133-1251 matches this plywood. Follow the SKU# column down to the number 133-1251 to locate the row that shows plywood size 3/8" x 4' x 8' with a black stripe.

H. Incorrect. *3/8" x 4' x 8', brown stripe.* Although the lumber is the correct size, it has a brown stripe instead of the correct black stripe and a different SKU#.

J. Incorrect. *3/8" x 4' x 8', red stripe.* Although the lumber is the correct size, it has a red stripe instead of the correct black stripe, and a different SKU#.

K. Incorrect. *1/2" x 4' x 8', red stripe.* This lumber is not the correct size or color and has a different SKU#.

Item Number 17

A. Incorrect. *Drive A.* 87% of Drive A is used space, so only 13% of Drive A is available. Drive E has the most available space.

B. Incorrect. *Drive B.* 54% of Drive B is used space, so 46% of Drive B is available. Drive E has the most available space.

C. Incorrect. *Drive C.* 70% of Drive C is used space, so only 30% of Drive C is available. Drive E has the most available space.

D. Incorrect. *Drive D.* 35% of Drive D is used space, so 65% of Drive D is available. Drive E has the most available space.

E. Correct. *Drive E.* 24% of Drive E is used space, so Drive E has the most available space, 76%. The legend shows that the "free" space is the lighter-shaded area. When the bars are compared, Drive E has the longest lightly-shaded bar, or the most space available.

Item Number 18

F. Incorrect. *7:00.* According to the schedule, there are three people (Melissa, Nisha, and Kendra) in the infant room at 7:00.

G. Incorrect. *11:00.* According to the schedule, there are three people (Nisha, Paul, and Alyson) in the infant room at 11:00.

H. Incorrect. *1:00.* According to the schedule, there are three people (Melissa, Jing Chen, and Paul) in the infant room at 1:00.

J. Incorrect. *3:00.* According to the schedule, there are three people (Jing Chen, Joy, and Alyson) in the infant room at 3:00.

K. Correct. *5:00.* Although the Infant Room must have three staff members present, the schedule shows only two (Joy and Alyson) scheduled at the 5:00 hour. Therefore, one more person needs to be scheduled for that hour.

Item Number 19

A. Incorrect. *Year 6 only.* According to the graph, in Year 6, Viva reached a half-million dollars in sales, while Total Home-Exercise Equipment sales reached $4½ million.

B. Incorrect. *Year 7 only.* According to the graph, in Year 7, Viva reached a half-million dollars in sales, while Total Home-Exercise Equipment sales reached $3 million.

C. Incorrect. *Year 8 only.* According to the graph, although Viva did achieve half of the U.S. market share in Year 8 ($1½ million compared to almost $3 million), Viva also achieved half of the U.S. market share in Year 9 (almost $2 million compared to almost $4 million).

D. Incorrect. *Years 6 and 8.* According to the graph, in Year 6, Viva reached a half-million dollars in sales, while Total Home-Exercise Equipment sales reached $4½ million. Also, even though Viva did reach half of the U.S. market share in Year 8, this was not the only year it did so.

E. Correct. *Years 8 and 9.* Follow the line representing Total Home-Exercise Equipment and compare it with Viva's line. Viva's line is half as high as Total Home-Exercise Equipment's line from Year 8 through Year 9, including the slight rise during the last quarter of Year 8. In dollar amounts, in Year 8 Viva reached about $1½ million compared to almost $3 million, and in Year 9 almost $2 million compared to almost $4 million.

Item Number 20

F. Incorrect. *Algiers and Honolulu.* Although Algiers is considered a wild-card team, Honolulu has only won 29 games compared to Rio de Janeiro's 31.

G. Incorrect. *Berlin and Mexico City.* Although Berlin and Mexico City are in second place in their respective divisions, Algiers and Rio de Janeiro have more wins.

H. Incorrect. *Buenos Aires and Madrid.* Madrid and Buenos Aires are the two teams with the best records, but they are division leaders and therefore not wild-card teams.

J. Incorrect. *Mexico City and Rio de Janeiro.* Although Rio de Janeiro is considered a wild-card team, Mexico City has only won 28 games compared to Algiers's 30.

K. Correct. *Rio de Janeiro and Algiers.* Since each team at the top of its division would be a "division leader," these teams are not included in the comparison. Compare the win records of each of the remaining teams to find that Rio de Janeiro and Algiers have the most wins, and would be considered the wild-card teams.

Item Number 21

A. Incorrect. *1.* These readings fit within the correct wavelength category for "blue."
B. Incorrect. *2.* These readings fit within the correct wavelength category for "green."
C. Incorrect. *3.* Because these readings are less than 400 nm, they fall within the "UV" range.
D. Correct. *4.* Compare the nm readings in the columns labeled "Trial A" and "Trial B" to the wavelength chart shown above the table. Then compare the colors in the chart to what was entered in the column labeled "Color/Type." The readings under Test 4, which are 610 and 615, fall into the orange section on the chart, but they are listed as "red" in the table. This is an incorrect color/type interpretation.
E. Incorrect. *5.* These readings fit within the correct wavelength category for "blue."

Item Number 22

F. Incorrect. *Blue View Creek, 185.* The chart shows a peak for Blue View Creek on about the 18th. By the 19th, the read for this creek is at about 500, not 185.
G. Incorrect. *Middle Creek, 800.* Although 800 is Middle Creek's reading for the 19th, this is not the highest discharge for that date.
H. Incorrect. *Middle Creek, 1000.* Although 1000 is the highest discharge for the entire month of June, it not the highest discharge for the 19th.
J. Incorrect. *Sandy Creek, 195.* Although Sandy Creek was the creek with the highest discharge on the 19th, the reading for the discharge is 950, not 195.
K. Correct. *Sandy Creek, 950.* Look just left of the 20 mark (where "19" would be) on the axis labeled "June." The line representing Sandy Creek (as indicated by the legend) is the highest on the graph for this date, and it is between the marks indicating discharge rates of 900 and 1000.

Item Number 23

A. Incorrect. *28 gallons.* This is the value for a vertical measurement, not horizontal.
B. Incorrect. *29 gallons.* This is the value for a vertical measurement, coupled with a temperature of 10°.
C. Incorrect. *30 gallons.* This is the value for a vertical measurement of 17 inches.
D. Correct. *43 gallons.* Locate 16 on the "horizontal" scale and 50° on the temperature scale, and draw a straight line from one to the other. This line crosses the gallon scale at the 43 mark.
E. Incorrect. *45 gallons.* This is close to the correct answer, but is inaccurate.

Item Number 24

F. Correct. *Chieftain, row 3, and Golden Pippin, row 6.* Look at the bottom of the bar chart to find that the varieties best for use in sauces are labeled with a "3." Look down the last column for September (labeled "Week 4") to see that the varieties that are available and marked with a "3" are Chieftain and Golden Pippin. Next, locate those two varieties on the map and find that Chieftains are in row 3, and Golden Pippins are in row 6.

G. Incorrect. *Chieftain, row 3, and King David, row 8.* Although Chieftain, row 3 is correct and King Davids are in row 8, King Davids are not available until the middle of October.

H. Incorrect. *Lodi, row 7, and Tolman's Sweet, row 17.* Although Tolman's Sweets are available the last week in September, both of these varieties are better suited for use in cider, not sauces. Also, Lodis are available the last week in July, not September.

J. Incorrect. *St. Edmunds Pippin, row 15, and Jersey Mac, row 4.* Although these are the correct rows for these varieties, these are the first two on the bar graph labeled with a "3." Both varieties are available in August, not September.

K. Incorrect. *St. Edmunds Pippin, row 15, and Keswick Codlin, row 18.* Although these are the correct rows for these varieties, these varieties are available the last week in August, not the last week in September.

Item Number 25

A. Correct. *low risk and the results should be reported at her next checkup.* Look at the graph's axes to determine which pieces of data must be taken from the Patient Data form to be plotted on the graph. The y-axis is a BUA reading, and the x-axis is the client's age. On the Patient Data form, these two numbers are 86 and 55, respectively. Plot this point on the BUA graph to find that it falls in the shaded zone identified as "Low." On the bottom of the Patient Data sheet, the recommendation for clients at "Low Risk" is to report the results to the doctor at the client's next regular checkup.

B. Incorrect. *low risk and she should make an appointment with her doctor later this month.* Although her risk is low, the recommendation is to report the results at her next checkup, not make an appointment for later this month.

C. Incorrect. *moderate risk and the results should be reported at her next checkup.* Although the recommendation to report results at her next checkup is correct, her risk level is low, not moderate.

D. Incorrect. *moderate risk and she should make an appointment with her doctor later this month.* Although this is the correct recommendation for a client at moderate risk for fracture, the correct risk level for this client is "Low."

E. Incorrect. *high risk and she should see the doctor immediately.* Although this is the correct recommendation for a client at high risk for fracture, the correct risk level for this client is "Low."

Item Number 26

F. Incorrect. *403 bags, 3.5 inches.* These are the amounts for the Exterior Wall value of R-13, not the Attic/Ceiling value of R-30.

G. Incorrect. *413 bags, 18 inches.* These are the amounts for an attic size of 750 sq. ft., not 1750 sq. ft.; and 18 is the maximum sq. ft. per bag, not the minimum thickness.

H. Incorrect. *543 bags, 13 inches.* These are the amounts given for Sidewalls, not for the Attic. The 13 is an R-value, not a thickness in inches.

J. Correct. *963 bags, 8.25 inches.* Look at the map to find that Connecticut (CT) lies in Zone 2. Below the map, look under the column labeled "Attic/Ceiling R-Value," to see that R-30 is the R-Value for Zone 2. Next, locate R-30 under "Attic" on the Loose-Fill Cellulose Application Chart and follow the row across to the next column labeled "Minimum Thickness (inches)." The desired thickness is 8.25 inches. Look across the shaded values labeled "Coverage Area (# sq. ft.)" and find 1750, then follow the column up until it intersects with the R-30 row to find that 963 bags are required.

K. Incorrect. *1278 bags, 11 inches.* These are the amounts given for a value of R-38 (Zone 4), not R-30 (Zone 2).

Item Number 27

A. Incorrect. *d4.* Although d4 is labeled on the diagram, the tooth indicated is on the maxilla region and therefore must have an "m" prefix.
B. Incorrect. *d31.* Although d31 is labeled on the diagram, the tooth indicated is on the maxilla region and therefore must have an "m" prefix.
C. Incorrect. *m6.* Although the "m" prefix is correct; m6 is not between m10 and m30.
D. Incorrect. *m10.* The "m" prefix is correct and 10 appears on the diagram; however, the tooth lies <u>between</u> m10 and m30, and is not m10 itself.
E. Correct. *m14.* Count four teeth over to the right of the large tooth labeled "m10" on the diagram to find that the tooth should be marked as "m14."

Item Number 28

F. Incorrect. *ectopterygoid.* The ectopterygoid is near the bottom part of the skull, and is not as close to the lacrimal region as the nasal region is.
G. Correct. *nasal.* Look at the list of Abbreviations to find that the lacrimal region is marked as "l." The diagram shows that the regions closest to the region labeled "l" are m, n, prf, f, and j, or the maxilla, nasal, prefrontal, frontal, and jugal regions. Of these regions, the nasal region is the only choice listed.
H. Incorrect. *parietal.* The parietal is near the top part of the skull, but toward the back, whereas the lacrimal is near the prefrontal part. The nasal region is closer.
J. Incorrect. *premaxilla.* The premaxilla is at the very front of the snout, while the lacrimal is farther back. The nasal region is much closer to the lacrimal region.
K. Incorrect. *pterygoid.* The pterygoid is near the bottom part of the skull, and is not as close to the lacrimal region as the nasal region is.

Item Number 29

A. Correct. *1/2.* Locate ".1 liter" under "Liquid Measure Volume Equivalents," on the "Comparative U.S. and British Measurements" table to find that it is equivalent to 1 U.S. gill. Next, locate "1 gill, liquid" on the "Table of Equivalents" under "Liquid Measure Volume Equivalents" to find that it equals 4 fluid ounces. Then, in the same column, see that 4 fluid ounces equals 1/2 cup. Therefore, .1 liter = 1 U.S. gill = 4 fluid ounces = 1/2 cup.
B. Incorrect. *5/6.* 5/6 is the proportion of an imperial gill to 1 U.S. gill.
C. Incorrect. *1.* This is the number of U.S. gills needed, not the number of U.S. cups in .1 liter.
D. Incorrect. *2.* This is the number of cups that equals 16 fluid ounces, not 4 fluid ounces.
E. Incorrect. *4.* This is the number of fluid ounces needed. One more step in the conversion must be taken; that of converting ounces to cups.

Item Number 30

F. Incorrect. *1/4.* 60 milliliters is 1/4 cup, not 1/4 of a fluid ounce.
G. Incorrect. *1/2.* 1/2 cup on the Table of Equivalents is 4 fluid ounces; 60 milliliters is 2 fluid ounces.
H. Incorrect. *1.* Although 60 **drops** equals 1 teaspoon and "1" is shown repeatedly in both tables, 60 milliliters equals 2 fluid ounces.
J. Correct. *2.* Locate "60 milliliters" on the "Comparative U.S. and British Measurements" table and find that it is equivalent to 4 U.S. tablespoons. On the "Table of Equivalents," find that 4 tablespoons equals 1/4 cup, and that 1/4 cup equals 2 fluid ounces. Therefore, 60 milliliters equals 2 fluid ounces.
K. Incorrect. *4.* 60 milliliters equals 4 tablespoons, not 4 fluid ounces.

Item Number 31

A. Incorrect. *JMO Clothiers.* This company lies in the 75th percentile.
B. Incorrect. *Kenai Kampgoods.* This company lies in the 25th percentile.
C. Incorrect. *Northmann Cookies.* This company lies in the Median percentile.
D. Correct. *Pierre's.* On the Prospective Purchases table, locate each company's age and last year's profit in those columns. Choose the bar in the bar chart with the appropriate company age range, then find where along the bar the company's profits lie. If the company's profits fall within the top band on the bar, it scores within the 90th percentile and fits the prerequisite for purchase. According to the chart, Pierre's is the only company that fits the prerequisite for purchase.
E. Incorrect. *Wolfware Software.* This company lies in the Median percentile.

Item Number 32

F. Incorrect. *Both Office Bytes and Wolfware Software are in the Median percentile.* Wolfware Software is in the Median percentile; Office Bytes is in the 25th percentile.
G. Incorrect. *Both Office Bytes and Wolfware Software are in the 75th percentile.* Office Bytes is in the 25th percentile and Wolfware Software is in the Median percentile.
H. Correct. *Office Bytes is in the 25th percentile, and Wolfware Software is in the Median percentile.* Under "Last Year Profit," Wolfware Software shows a $514,000 profit. Under "Age," Wolfware Software is 1 year old. Using the first bar in the floating bar chart ("0-2" years), $514,000 falls in the middle white section, or Median percentile, according to the Percentile Key. We know from the question that Office Bytes is 6 years old and last year's profit was $723,000. On the floating bar chart for "6-8" years, $723,000 falls in the lowest black bar, or the 25th percentile.
J. Incorrect. *Office Bytes is in the Median percentile, and Wolfware Software is in the 75th percentile.* Wolfware Software falls in the Median percentile; Office Bytes is in the 25th percentile.
K. Incorrect. *Office Bytes is in the 75th percentile, and Wolfware Software is in the Median percentile.* Wolfware Software falls in the Median percentile; Office Bytes is in the 25th percentile.

Item Number 33

A. Incorrect. *Booth 2.* Although Booth 2 is currently open and away from the kitchen, there are five reservations for booths at 7:00 or 7:30 and there are only five booths currently open.
B. Incorrect. *Booth 22.* Although Booth 22 is currently open, there are five reservations for booths at 7:00 or 7:30 and there are only five booths currently open. Booth 22 is also fairly close to the kitchen, which the customers do not want.
C. Incorrect. *Booth 24.* Although Booth 24 is currently open, there are five reservations for booths at 7:00 or 7:30, and there are only five booths currently open.
D. Correct. *Table 7.* Look at the floor plan to find that Booths 2, 4, 16, 22, and 24 are available, as well as Tables 7, 10, 26, 31 and 33. Checking the reservation list shows that there is one reservation for a booth at 7:00 and four reservations for booths (two near windows) at 7:30. Therefore, no booths are available. The only tables open are near the kitchen or the stage. Since the customers do not want to sit near the kitchen, and since Table 10 is being held for the Lewis party, Table 7 is the best option.
E. Incorrect. *Table 29.* Although Table 29 is currently open, it is too near the kitchen. Table 7 is available and much farther from the kitchen.

Item Number 34

F. Incorrect. *Yes, but not by a window.* Although Table 26 is currently open, there is a 7:30 reservation for the Dylan party of seven that will need this table.

G. Incorrect. *No; they will have to wait a half hour.* Table 26 is currently open; however, this table is needed for the Dylan party of seven. Although they may not arrive, this cannot be assumed.

H. Incorrect. *No; they will have to wait one hour.* Table 26 will not be available for another one and a half hours, while Table 27 is needed for the Dylan party of seven in a half hour.

J. Correct. *No; they will have to wait one and a half hours.* Look at the Chang's original reservation on the reservation list to see that the Chang party has grown from a party of four to a party of seven. According to the diagram, there are only two tables (26 and 27) at your restaurant that can seat seven people. Since the Changs arrived a half hour early and their reservation was for 7:30, it must now be 7:00. Since it takes about two hours from when a party is seated until the table becomes available, we know that Table 27 is still occupied by the Larsen party, and Table 26 will be needed for the Dylan reservation at 7:30. You can seat the Chang party when Table 27 becomes available, which won't be for at least another one and a half hours.

K. Incorrect. *No; they will have to wait two hours.* Although two hours is needed for a party to finish a meal, Table 27 should become available at 8:30, which would be one and a half hours.

Item Number 35

A. Incorrect. *Allan and Ambili.* Although these patients are the first two call-ins available on Monday afternoons, Allan's procedure (filling) is much lower on the office priority list.

B. Correct. *Ambili and Tally.* Ambili and Tally are available Monday afternoon, don't need follow-up for 3 weeks, and their procedures have the highest office priority, so they are the first two patients you should call.

C. Incorrect. *Ambili and Wessel.* These two patients have called in first, so at first glance, one might assume that they should be scheduled first in the event of an open appointment time. Ambili is a good choice to call because her procedure is a high priority; however, Wessel is not available Monday afternoon.

D. Incorrect. *Floyd and LaPlante.* Although Floyd and LaPlante are available Monday afternoons and the procedure they need (Extractions) has two diamonds next to it, the two diamonds refer to the need for staff doctors to be on call, not office priority. Ambili and Tally are available and their procedures are top priority, so they are the best choice.

E. Incorrect. *Kapy and Lopez.* Although Kapy and Lopez need root canals, which are fairly high on the office priority list, root canals require 4-day follow-ups, which Dr. Wahl is not available for. In addition, Kapy and Lopez are not available Monday afternoons.

Item Number 36

F. Incorrect. *30 minutes.* Although Tito Brooks is scheduled for a filling (30 minutes), his filling is for 4 tooth surfaces on a lower molar, which requires more than 30 minutes.

G. Incorrect. *30 minutes + 15 minutes.* Although Tito Brooks is scheduled for a filling for 4 tooth surfaces, which would be 30 + 15, his #18 lower molar requires an **extra** 15 minutes, or 30 + 15 + 15.

H. Correct. *30 minutes + 15 minutes + 15 minutes.* The Patient Call-In List shows Tito Brooks is scheduled for a #18 MODL filling. Although at first glance, fillings are shown as taking 30 minutes for "First Appt. Time," the right column of the table specifies that (1) any work done on more than 3 tooth surfaces requires "Add 15 minutes to appointment time" and (2) "For lower molars (#17, 18, 19, 30, 31, 32), schedule patient to arrive 15 minutes early." Therefore, Tito would be in the office 30 minutes + 15 minutes + 15 minutes.

J. Incorrect. *1 hour + 30 minutes.* Although a crown or bridge would take 1 hour 30 minutes for the first appointment, Tito Brooks is scheduled for a filling.

K. Incorrect. *All of Friday afternoon.* Although the question specifies that his appointment is scheduled for Friday afternoon, Tito Brooks is not available *all* of Friday afternoon, and the tables do not indicate that his procedure would last *all* of Friday afternoon.

Item Number 37

A. Incorrect: *101.* Although this room has a projector and can accommodate Julie Podesta's enrollment size, it can only be configured as a "U."

B. Incorrect: *103.* Although this room has a projector and can accommodate Julie Podesta's enrollment size, it can only be configured as a "U."

C. Correct: *201.* According to the "Schedule of Events," Julie Podesta's event, *Award Winning Dining Halls,* is scheduled for Friday in Room 122. This event's enrollment stands at 65, and has "C, 4, and 7" as required features. By matching the letter and numbers to the ones found on the "Conference Center" table, we find that her event requires the room to be configured as a Class and have Audio Reinforcement and Audio Production, all of which are available in the Large Meeting Room. However, the only rooms with an LCD Projector are 101, 103, 201, and 202. Room 201 is the best choice because it can be configured into a Class, can accommodate the enrollment, has an LCD projector, and is available from 10:00 to 11:00.

D. Incorrect: *202.* Room 202 can be configured into a Class, can accommodate the enrollment capacity, is available at that time, and has an LCD projector; however, this is not the best choice because this room will be configured into a "U" for the conference, and since the event is scheduled to begin right away at 11:00, there would be no time to reconfigure it after Podesta's event, which has a "C" configuration.

E. Incorrect: *No other room is available.* Although there is minimal flexibility, by comparing the requirements for Room 201 with Room 122, we find that the switch is possible.

Item Number 38

F. Correct: *Room 101 on Thursday and Room 115 on Friday.* Locate which rooms have teleconferencing available on the Conference Center table. Those rooms are Rooms 101, 103, 115, 201, 202, and 228. By comparing each of these rooms with the Event Schedule table, we find that only Room 101 has teleconferencing and is available from 11:00 to 12:00 on Thursday. Only Room 115 has teleconferencing and is available from 11:00 to 12:00 on Friday.

G. Incorrect: *Room 103 on both Thursday and Friday.* Although Room 103 has teleconferencing available, the room is reserved at 11:15 on Thursday, and is in use until 11:30 on Friday. Neither time would allow for a teleconference to fit into the schedule from 11:00 to 12:00.

H. Incorrect: *Room 117 on Thursday and Room 235 on Friday.* Although both of these rooms are available at the desired times, neither room has the teleconferencing feature.

J. Incorrect: *Room 122 on both Thursday and Friday.* Although this room is available at the desired times, Room 122 does not have the teleconferencing feature.

K. Incorrect: *Room 202 on Thursday and Room 103 on Friday.* Although both of these rooms have teleconferencing available, Room 202 is reserved until 11:15 on Thursday and Room 103 is reserved until 11:30 on Friday. Neither time would allow for a teleconference to fit into the schedule from 11:00 to 12:00.