

# 2026 Civil Service Exam of the Philippines Reviewer - Clerical Operations

Clerical Operations · Answer Key · 33 Questions

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**1. Which filing system arranges records alphabetically by name?**

- A) Chronological filing system
- B) Alphabetical filing system**
- C) Geographical filing system
- D) Subject filing system

**2. In alphabetical filing, which name would be filed first?**

- A) Dela Cruz, Antonio
- B) De La Cruz, Antonio**
- C) Cruz, Antonio Dela
- D) De La Cruz, Anita

**3. Which of the following is NOT a common method of destroying confidential documents?**

- A) Pulping
- B) Shredding
- C) Incineration
- D) Composting**

**4. What is the term for the process of determining how long records should be kept?**

- A) Records inventory
- B) Records management
- C) Records retention**
- D) Document appraisal

**5. Which of the following is the correct salutation for a formal business letter to someone whose name and gender are unknown?**

- A) Dear Sir or Madam:**
- B) To Whom It May Concern:
- C) Dear Respected Sir:
- D) Greetings:

**6. Which type of business letter format places the sender's address, date, inside address, and closing all aligned at the left margin?**

- A) Full Block**
- B) Modified Block
- C) Semi-Block
- D) Indented

7. Which of the following is NOT typically included in the minutes of a meeting?

- A) Decisions made
- B) Action items
- C) Names of attendees and absentees**
- D) Next meeting date

8. Which of the following is the correct way to indicate an attachment in a business letter?

- A) Writing "See attached" in the body of the letter**
- B) Adding an asterisk (\*) after the closing
- C) Stating "Attachment enclosed" at the top
- D) Simply attaching the document without mention

9. Which of the following is a good practice for data entry?

- A) Using abbreviations that are convenient for the data entry operator
- B) Using full names for all entries
- C) Avoiding all abbreviations
- D) Using codes that are easily decipherable by anyone**

10. Which of the following is NOT a common method of data verification?

- A) Spell checking**
- B) Double entry
- C) Manual comparison with source document
- D) Automated validation rules

11. In spreadsheet applications like Excel, what function is best used to count the number of cells that contain numbers?

- A) SUM
- B) AVERAGE
- C) COUNT**
- D) MAX

12. What is the term for the process of comparing entered data with the source document to ensure accuracy?

- A) Data mining
- B) Data validation**
- C) Data entry
- D) Data analysis

**13. Which of the following file formats is best for preserving the exact formatting of a document across different computer systems?**

- A) DOC (Microsoft Word Document)
- B) TXT (Plain Text)
- C) RTF (Rich Text Format)
- D) PDF (Portable Document Format)**

**14. Which of the following is NOT a common function of office copier machines today?**

- A) Two-sided (duplex) copying
- B) Color copying
- C) Stapling and collating
- D) Faxing**

**15. What is the purpose of a surge protector in an office setting?**

- A) To increase internet speed
- B) To protect electronic equipment from power surges**
- C) To cool down the computer
- D) To amplify sound from speakers

**16. When answering a business phone call, which of the following is the most appropriate greeting?**

- A) Yes, who's this?
- B) Hello, [Company Name], how may I help you?**
- C) What do you want?
- D) Is this a business call?

**17. Which of the following is NOT an effective way to handle an angry customer or client?**

- A) Acknowledging their feelings and apologizing for their inconvenience
- B) Interrupting them frequently to explain your side**
- C) Listening actively and empathetically
- D) Offering a solution or compromise

**18. What is the main purpose of a routing slip in office communication?**

- A) To indicate the priority level of a document
- B) To track the movement of a document through different departments**
- C) To summarize the content of a document
- D) To request a response from the recipient

**19. In a government office setting, which of the following is the most appropriate method to communicate routine announcements to all staff?**

A) Personal phone calls to each employee

**B) Email or internal memo**

C) Bulletin board postings only

D) Announcements during a general staff meeting

**20. If a document has page numbers 2, 4, 7, 8, 10, which number is missing in sequence between the first and last number?**

A) 3

B) 5

**C) 6**

D) 9

**21. A clerk needs to arrange files alphabetically: MIRANDA, MARQUEZ, MORALES, MARTINEZ. What is the correct order?**

**A) MARQUEZ, MARTINEZ, MIRANDA, MORALES**

B) MARTINEZ, MARQUEZ, MIRANDA, MORALES

C) MARQUEZ, MIRANDA, MARTINEZ, MORALES

D) MARTINEZ, MARQUEZ, MORALES, MIRANDA

**22. If a photocopy costs PHP2.00 per page and you need 15 copies of a 3-page document, what's the total cost?**

**A) 45**

B) 30

C) 60

D) 90

**23. Which filing system groups records by geographic location?**

A) Alphabetical

B) Chronological

**C) Geographical**

D) Subject

**24. A 25-page report has pages 13-17 missing. How many pages need to be recopied?**

**A) 5**

B) 4

C) 6

D) 13

**25. If incoming documents must be stamped with date and time, arranged chronologically, then filed, what is the correct order of tasks?**

**A) Stamp, Arrange, File**

B) Arrange, Stamp, File

C) File, Stamp, Arrange

D) Stamp, File, Arrange

**26. Which file label is correct for documents from 2023?**

**A) 2023**

B) FY23

C) 2023-2024

D) Q4-2023

**27. If a clerk processes 120 documents in 8 hours, how many documents are processed per hour?**

**A) 15**

B) 12

C) 10

D) 16

**28. Which sequence is correctly alphabetized?**

A) Smith, John; Smith, Jane; Snyder, Bob

B) Snyder, Bob; Smith, Jane; Smith, John

**C) Smith, Jane; Smith, John; Snyder, Bob**

D) Smith, John; Snyder, Bob; Smith, Jane

**29. A memo was received at 3:45 PM. If processing takes 15 minutes, when will it be completed?**

**A) 4:00 PM**

B) 4:15 PM

C) 3:50 PM

D) 4:05 PM

**30. A records officer needs to sort files for Region I, II, III, IV-A, and NCR. Which sequence follows government standards?**

**A) NCR, I, II, III, IV-A**

B) I, II, III, IV-A, NCR

C) NCR, IV-A, III, II, I

D) I, NCR, II, III, IV-A

**31. If a clerk types 85 words per minute with 4 errors, what is their net typing speed?**

- A) 81 WPM
- B) 85 WPM
- C) Cannot be determined without total words typed**
- D) 79 WPM

**32. When filing documents marked "RUSH," "IMMEDIATE," and "ROUTINE," what is the correct priority order?**

- A) IMMEDIATE, RUSH, ROUTINE**
- B) RUSH, IMMEDIATE, ROUTINE
- C) ROUTINE, RUSH, IMMEDIATE
- D) IMMEDIATE, ROUTINE, RUSH

**33. A 150-page document needs 3 copies. The photocopier can print 30 pages per minute. How long will it take?**

- A) 15 minutes**
- B) 10 minutes
- C) 5 minutes
- D) 20 minutes