

2026 Civil Service Exam of the Philippines Reviewer - Clerical Operations

Clerical Operations · Practice Test · 33 Questions

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