

R.S.T. Test

Below are 20 pairs of numbers, letters and names. You are to examine each pair and decide whether they are exactly alike or different, then place a checkmark in the appropriate box. A sample item similar to the ones found in the test is presented to the right.

Sample Item:

352-01 ↔ 352-01
 Alike Different

You will have **2 minutes** to answer as many items as you can.

STOP. Do not begin until you are instructed to do so.

- 1562 N.E. Madison Ave. ↔ 1562 N.W. Madison Ave.
 Alike Different
- 1796744.01 ↔ 1796744.01
 Alike Different
- Ph #847-728-9676 ↔ Ph #847-728-9676
 Alike Different
- Stephen M. Jackson ↔ Stephen N. Jackson
 Alike Different
- DE-7302114 ↔ DE-7302214
 Alike Different
- 05/31/96-07/31/96 ↔ 05/31/96-07/31/96
 Alike Different
- 51326-45-ATT ↔ 51362-45-ATT
 Alike Different
- Order 30126-558 ↔ Order 30126-588
 Alike Different
- Colson Enterprises, Inc. ↔ Colson Enterprises, Inc.
 Alike Different
- 11666 N. Lucern Drive ↔ 11666 N. Lucern Drive
 Alike Different

- P.O. #43833-762 ↔ Ph #43833-762
 Alike Different
- 151 10 72113 12 ↔ 151 10 72113 12
 Alike Different
- AAKM-BBBMMD ↔ AAKMB-BBMMD
 Alike Different
- 8211364.013111 ↔ 8211364.013311
 Alike Different
- CS10922 \$93615 ↔ CS10992 \$93615
 Alike Different
- Fort Lauderdale, FL 33351 ↔ Fort Lauderdale, FL 33351
 Alike Different
- 12-07-95-03-15-95 ↔ 12-07-94-03-15-95
 Alike Different
- SE-WW7311-VVV021 ↔ SE-WW7311-VVV021
 Alike Different
- P.O. #0001113333 ↔ P.O. #01111333
 Alike Different
- 67311222-185770 ↔ 67311222-185770
 Alike Different

STOP. Do not continue until you are instructed to do so.

Math Skills

Below are 20 problems for you to perform basic mathematical calculations. Place a checkmark in the box next to the most appropriate answer. A sample problem similar to those found in the test is presented to the right.

STOP. Do not begin until you are instructed to do so.

- 56 + 48 = 103 114 104 104
- Seven quarters are equivalent to how many dimes?
 155 65 175 35
- 713.21 - 27.17 = 686.04 87.04 596.04
- If Bob's working hours are 8:03 a.m. to 4:45 p.m., how many minutes does he work?
 15 min. 28 min. 38 min.
- \$6.41 × 5 = \$30.05 \$32.05 \$31.05 \$33.05
- Cindy bought a new lamp for \$40.00. She later saw the lamp on sale for 25% less than what she had originally paid. What was the lamp selling for the second time she saw it?
 \$20.00 \$25.00 \$30.00 \$35.00
- There are 39 new employees who will be attending orientation training. If the 39 employees were divided into 3 equal groups for training, how many employees would be in each training group?
 9 12 13 14
- 5% of \$20.00 = \$1.00 \$1.50 \$2.00 \$2.50
- A customer purchased three products from your store priced at \$20, \$35 and \$45. Two weeks later, the customer returned the least expensive product. How much money did the customer end up spending at your store?
 \$55 \$70 \$75 \$80
- 5400 ÷ 9 = 400 600 500 700
- 38 + 721 = 1,262 1,272 1,263 1,253

Sample Item:
 520 + 42 = 562 572
 568 662

You will have **4 minutes** to answer as many items as you can.

- A customer service manager needs to schedule customer service representatives (CSRs) to work a full day tomorrow. She has received requests from CSRs who will be unable to work a full day. How many CSRs does the manager need to find to meet the objective?
 12 13 15
- If a customer placed one order for four products priced at \$10, \$11, \$13 and \$14, what was the average dollar value of this order?
 \$11.00 \$11.50 \$12.00 \$12.50
- 10% of \$750 = \$.075 \$.75 \$7.50 \$75
- Company A has 75 employees. If each employee is absent from work due to illness an average of two days a year, how many absences can Company A expect to have a year due to employee illness?
 75 100 125 150
- To make 120 sales calls each eight-hour workday, how many calls on average need to be made an hour?
 12 15 16 18
- On average, 5 of every 200 customer calls at Company A are complaint calls. What percentage of Company A's customer calls are complaint calls?
 1.5% 2.0% 2.5% 3.0%
- Carlos can file 90 documents in one hour. How many documents could Carlos be expected to file in 2 1/2 hours?
 200 225 250 275
- Assuming sales tax is 10%, how much tax will Ann have to pay if she bought a filing cabinet for \$250 and a case of pens for \$35?
 \$25.00 \$26.50 \$27.00 \$28.50
- A customer buys a product that costs \$8.62 including tax. The customer hands the cashier nine dollar bills. Assuming the cashier has a sufficient number of all the coin denominations, what is the least number of coins the cashier could give the customer when providing exact change?
 3 5 6 7