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# CCBMA ADMINISTRATIVE EXAM SAMPLE TEST

1. When preparing envelopes, one should use

- A. light type on light background
- B. a script or italic font
- C. lower case with punctuation
- D. capital letters in block format:

**Answer** D. capital letters in block format

2. Telephone calls should be answered no later than the

- A. first ring
- B. second ring
- C. third ring
- D. fourth ring:

**Answer** C. third ring

3. A patient fails to keep an appointment. The medical assistant should make a note on the

- A. patient's financial record
- B. patient's chart
- C. office calendar
- D. telephone log:

**Answer** B. patient's chart

4. A backup tape for a computer is used to

- A. check on patient's information
- B. record financial transactions
- C. copy hard drive information
- D. defend against computer fraud:

**Answer** C. copy hard drive information

# Sample Of City Exam For Administrative Assistant

**Didier Musso**



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**Public Personnel Studies - Bureau of Public Personnel Administration, Institute for Government Research**, 1925

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