



AGENT, ABC Study Guide

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INTRODUCTION

Thank you for your interest in the Agent, ABC classification. This guide is designed to familiarize and assist you with preparing for the Agent, ABC examination. The examination contains 60 multiple-choice items in three content sections: 1) Written Communication, 2) Arithmetic Calculations, and 3) Reading Comprehension. The sample questions provided in this guide are intended to provide you with an idea of the kinds of questions you will encounter on the examination. However, it is important to note that actual test questions may vary in format and content.

How Should I Prepare For The Written Examination?

To prepare for the Agent, ABC written examination, you should study the content assessed in each section of the test. On the examination day, it is strongly recommended that you arrive 15 minutes prior to the examination starting time, and make sure you are well rested. Also, remember to bring your notice to appear and picture identification, or you will not be admitted into the test. You will be provided a calculator for this examination.

Test-Taking Tips

The Agent, ABC examination has a 2 ½ hour time limit. Always read all the possible choices before selecting your answer. If you do not know the answer to a question, it is usually best to skip it and move on to the others questions. Your score will be based on the number of correct responses. If you are unsure of the answer to a question, eliminate the answers you believe are incorrect, and mark the choice that is the best response. It is a good practice to manage your time, pace yourself, and avoid getting stuck on any single question.

Test Content

1. **Written Communication** - This section is designed to assess your skills in constructing sentences and paragraphs using correct spelling, grammar, punctuation, and sentence structure.
2. **Arithmetic Calculations** - This section is designed to assess your knowledge and skill in solving a variety of arithmetic computations.
3. **Reading Comprehension** - This section is designed to assess your skills in reading, interpreting, and applying written information.

Answer Key

You may find answers to the sample questions beginning on page 9.

SAMPLE WRITTEN COMMUNICATION QUESTIONS

This test section is designed to assess your knowledge and skill in constructing sentences and using correct grammar, punctuation, word usage, and sentence structure. The following are samples of the types of questions you may find in the Agent, ABC examination. However, actual questions will vary in format and content.

For questions 1 through 3, select the sentence that contains AT LEAST ONE error in grammar, punctuation, spelling, sentence structure, or word usage.

1. Which one of the following sentences contains **AT LEAST ONE** error?
 - A. Creativity requires fresh perspectives, a skeptical attitude towards time honored traditions, and occasionally the courage to take risks.
 - B. Training programs that explain the organization's strategy and culture encourage a common perspective and help foster unity.
 - C. Culture has many influences on how a team operates because it affects comittment to the team, styles of communication, and procedures.
 - D. Group decisions work better than individual decisions when groups successfully pool resources to solve problems or make decisions.

2. Which one of the following sentences contains **AT LEAST ONE** error?
 - A. Although shaped by childhood experience, emotional intelligence can be nurtured and strengthened throughout adulthood.
 - B. Since remote audiences are so susceptible to distraction, even minor annoyances can derail your presentation.
 - C. Though you'll want to come across as smart and articulate, its even more important to be open and sincere so people will trust you.
 - D. Dress more casually when introducing yourself to potential recruits and new employees, to signal that you are accessible.

3. Which one of the following sentences contains **AT LEAST ONE** error?
 - A. All doors to the building will be locked on any national holiday.
 - B. Prior to submitting applications, candidates should complete all necessary examinations for the position.
 - C. The state agency that will put forth the information will hold a press conference on the first of the month.
 - D. The examination will run approximately for hours and candidates are required to bring two forms of identification.

For questions 4 through 6, select the sentence that contains NO errors in grammar, punctuation, spelling, sentence structure, or word usage.

4. Which one of the following sentences contains **NO** errors?
- A. Groups with high levels of group cohesion and good social relations tend to be the most affective groups.
 - B. Teams who's members have different backgrounds tend to be more innovative than teams with similar backgrounds.
 - C. Interpersonal skills, problem-solving skills, and teamwork skills may be used as selection criteria for group members.
 - D. The differences found by researchers reflects both different research approaches and different types of teams studied.
5. Which one of the following sentences contains **NO** errors?
- A. Analysts promptly rallied behind him so that, in the spring of 1997, the companies stock was at a record high.
 - B. Norms are the rules that regulate how teams make decisions, conduct meetings, hold members accountable, and share information.
 - C. Personality and performance are intricately linked, and personality has prove to have direct influence on overall organizational effectiveness.
 - D. Common sense suggests that leadership is an important determinant of the fate of organizations, but many writer's challenge this assumption.
6. Which one of the following sentences contains **NO** errors?
- A. The ability to monitor feelings from moment to moment is crucial to psychological insight and self-understanding.
 - B. Social media activity usually spikes during a important presentation, with moderate chatter beforehand and afterward.
 - C. Use relevent stories that are appropriately dramatic, or you may come across as manipulative or out of touch with reality.
 - D. Thanks to easily accesible webinar and teleconference technology, about 80% of corporate presentations are delivered remotely.

SAMPLE ARITHMETIC CALCULATION QUESTIONS

This section is designed to assess your knowledge and skill in solving a variety of arithmetic computations. The following are samples of the types of problems you may find in the Agent, ABC examination. However, actual problems will vary in format and content.

1. A budget of \$3,850 has been set for an exam session. The conference room rental is \$2,400; the parking fee for the hotel is \$12 per person but charges for a minimum of 75 people, the rental fee for the projector and screen is \$150. Overtime cost for staff is \$850 but the staff decided to volunteer their time. If 60 people are taking the exam, will there be enough money in the budget?
 - A. No, the budget is \$450.00 short
 - B. No, the budget is \$270.00 short
 - C. Yes, with \$580.00 remaining
 - D. Yes, with \$400.00 remaining
2. The trip from Albany to New York is 168 miles. Approximately how long will it take to drive from Albany to New York at 70 miles per hour?
 - A. 2 hours 12 minutes
 - B. 2 hours 16 minutes
 - C. 2 hours 24 minutes
 - D. 2 hours 40 minutes
3. Assume that 24 supervisors have an average of 15 staff. If 6 additional supervisors are added, and staff is distributed evenly amongst all supervisors, what is the total number of staff each supervisor will receive?
 - A. 8
 - B. 10
 - C. 12
 - D. 15
4. Carla contributes \$25 towards a non-profit organization, \$150 towards her 401K plan, and \$175 dollars towards her flex elect account, all of which are tax exempt. Before taxes Carla earns \$6527.00 and she is taxed at a rate of 11%. What is her take home pay?
 - A. \$5497.53
 - B. \$5770.53
 - C. \$5890.03
 - D. \$5847.53

5. A licensee has opted to pay a fine in lieu of serving a 30-day suspension. The fine is 50% of their average daily sales multiplied by the number of days for the suspension. Assuming a 365 calendar year and their sales for that period totaled \$825,000, how much is their fine?
- A. \$33,904.20
 - B. \$35,034.33
 - C. \$66,677.97
 - D. \$67,808.10

SAMPLE READING COMPREHENSION QUESTIONS

This section is designed to assess your skills in reading, interpreting, and applying written information. You will be asked to interpret and apply information and data contained in a variety of written materials. The following are samples of the types of problems you may find in the Agent, ABC examination. However, actual problems will vary in format and content.

Your answers to the questions are to be based ONLY on the information provided to you in the written materials. Do not use any other information to base your answers.

Minor Decoys

When the California Supreme Court ruled in 1994 that minor decoys could be used by law enforcement to check whether stores were selling alcohol to minors (persons under age 21), the violation rate was nearly 50 percent. In some cities, almost one out of every two stores failed to check a minor's age and sold them alcohol. In 1997 the violation rate had dropped to less than 10 percent in those cities that used the Minor Decoy Program on a regular basis. Minors then turned to the "shoulder tap" method of getting alcohol by standing outside of a liquor store or market and asking adults to buy them alcohol. A survey conducted by the Los Angeles Police Department indicated that as much as 46 percent of all minors who attempt to acquire alcohol use this method.

The Decoy Shoulder Tap Program is an enforcement program that ABC and local law enforcement agencies use to detect and deter shoulder tap activity. During the program, a minor decoy, under the direct supervision of law enforcement officers, solicits adults outside ABC licensed stores to buy the minor decoy alcohol.

Any person seen furnishing alcohol to the minor decoy is arrested (either cited or booked) for furnishing alcohol to a minor (a violation of Section 25658(a) Business and Professions Code).

1. Which of the following statements is **not** true according to the passage?
 - A. Minor decoys solicit adults outside ABC licensed stores.
 - B. Decoys must be 18 years old.
 - C. The "shoulder tap" method is used by minors to buy alcohol.
 - D. An adult who furnishes alcohol to a minor is in violation of Section 25658(a).

2. Which of the following statements is true according to the passage?
 - A. California Supreme Court ruled in 1997 that minor decoys could be used by law enforcement to check whether stores were selling alcohol to minors.
 - B. In 1997 the violation rate dropped to less than 10 percent in those cities that used the Minor Decoy Program on a monthly basis.
 - C. The "shoulder tap" method is used by minors to purchase alcohol.
 - D. An adult who furnishes alcohol to a minor is cited or booked under BP Section 25856(a).

ANSWER KEY

WRITTEN COMMUNICATION QUESTIONS

1. Correct answer is C. (The error is "comittment.")
2. Correct answer is C. (The error is "its.")
3. Correct answer is D. (The error is "for.")
4. Correct answer is C. (Option A has an error "affective"; Option B has an error "who's"; Option D has an error "reflects.")
5. Correct answer is B. (Option A has an error "companies"; Option C has an error "prove"; Option D has an error "writer's.")
6. Correct answer is A. (Option B has an error "a"; Option C has an error "relevent"; Option D has an error "accesible.")

ARITHMETIC QUESTIONS

1. To determine if there is enough money in the budget.
Step 1: Multiply \$12 (parking fee) x 75 (minimum people) = \$900
Step 2: Add \$2400 (rental fee) + \$150 (projector and screen) + \$900 (parking fee) = \$3450.
Step 3: Take \$3850 (budgeted amount) subtract \$3450 (total cost) = \$400
Total remaining in budget is \$400
The correct answer is D
2. To determine approximately how long it will take to drive from Albany to New York at 70 miles an hour.
Step 1: 168 (miles) divided by 70 (miles per hour) = 2.4
Step 2: 60 x .4 (hours) = 24 minutes
Total drive is 2 hours 24 minutes
The correct answer is C
3. To determine total number of staff per each supervisor.
Step 1: Multiply 24 (supervisors) X 15 (staff) = 360 staff
Step 2: Add 24 (supervisors) + 6 (additional supervisors) = 30 supervisors
Step 3: 360 (staff) divided by 30 (supervisors) = 12 staff
The total number of staff per supervisor is 12
The correct answer is C
4. To determine take home pay.
Step 1: Add \$25 (non-profit) + \$150 (401K) + \$175 (flex elect) = \$350
Step 2: Take \$6527 and subtract \$350 = \$6177
Step 3: Multiply \$6177 x .11 = \$679.47
Step 4: Take \$6177 subtract \$679.47 = \$5497.53
The correct answer is A
5. To determine fine amount.
Step 1: \$825,000 (sales) divided by 365 (calendar days) = \$2260.27
Step 2: Multiply \$2260.27 (average sales) x .50 = 1130.14 **or** \$2260.27 divided by 2 = 1130.14
Step 3: Multiply 1130.14 (50% of average sales) x 30 (days of suspension) = \$33,904.20
The correct answer is A

READING COMPREHENSION QUESTIONS

1. Correct answer is B
2. Correct answer is C