Office Support Specialist

Study Guide/Reading Material

Category Breakdown

- Customer Service - Attentiveness, Communication, Conflict Resolution
- English Language - Word Usage, grammar, punctuation, pronoun usage, capitalization, sentence structure
- Filing - Alphabetical filing using units
- IT: E-Mail - Business and professional communication, terminology, organization
- IT: Spreadsheet - Navigating software applications
- IT: Word Processing - Terminology, navigating software applications
- Math - Calculations using addition, subtraction, multiplication, division, percentages, and fractions
- Proofreading - Reviewing a document to ensure corrections were made or no errors in content (I.E. numbers, dates, names, capitalization, punctuation, grammar)
- Reading Comprehension - Reading a document to recall, predict, and/or infer
- Vocabulary - Definitions of words, antonyms, synonyms

Suggest Reading Material