Office Administrator

Test Preparation Material

Category Breakdown

- Customer Service- Attentiveness, Communication, Conflict Resolution
- English Language- Word Usage, grammar, punctuation, pronoun usage, capitalization, sentence structure
- IT: Database
- IT: E-Mail- Business and professional communication, terminology, organization
- IT: Presentation Software
- 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
- Supervision/Management- Professional communication, staffing, protocol and procedure, terminology
- Vocabulary- Definitions of words, antonyms, synonyms

Suggested Reading Material

Sabin, William A., et al. *The Gregg Reference Manual*. McGraw-Hill Education, 2011.