

Member Service Representative II

Test Preparation Material

Category Breakdown

- Customer Service - attentiveness, communication, and conflict resolution
- Logic and Pattern Recognition - reviewing patterns to understand their relationship to one another, reviewing data to identify the pattern or rules and applying the rules in order to problem solve
- Written Comprehension/Grammar - punctuation, parts of speech, and subject/verb agreement
- Written Comprehension/Spelling - correct spelling of challenging words
- Written Comprehension/Word Usage - homophones and vocabulary
- IT: Word Processing - terminology and navigating software applications
- Math - calculations using addition, subtraction, multiplication, division, ratios, percentages, fractions, and rounding
- Reading Comprehension - reading a document to recall, predict, and/or infer

Suggested Reading Material for Written Comprehension areas:

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