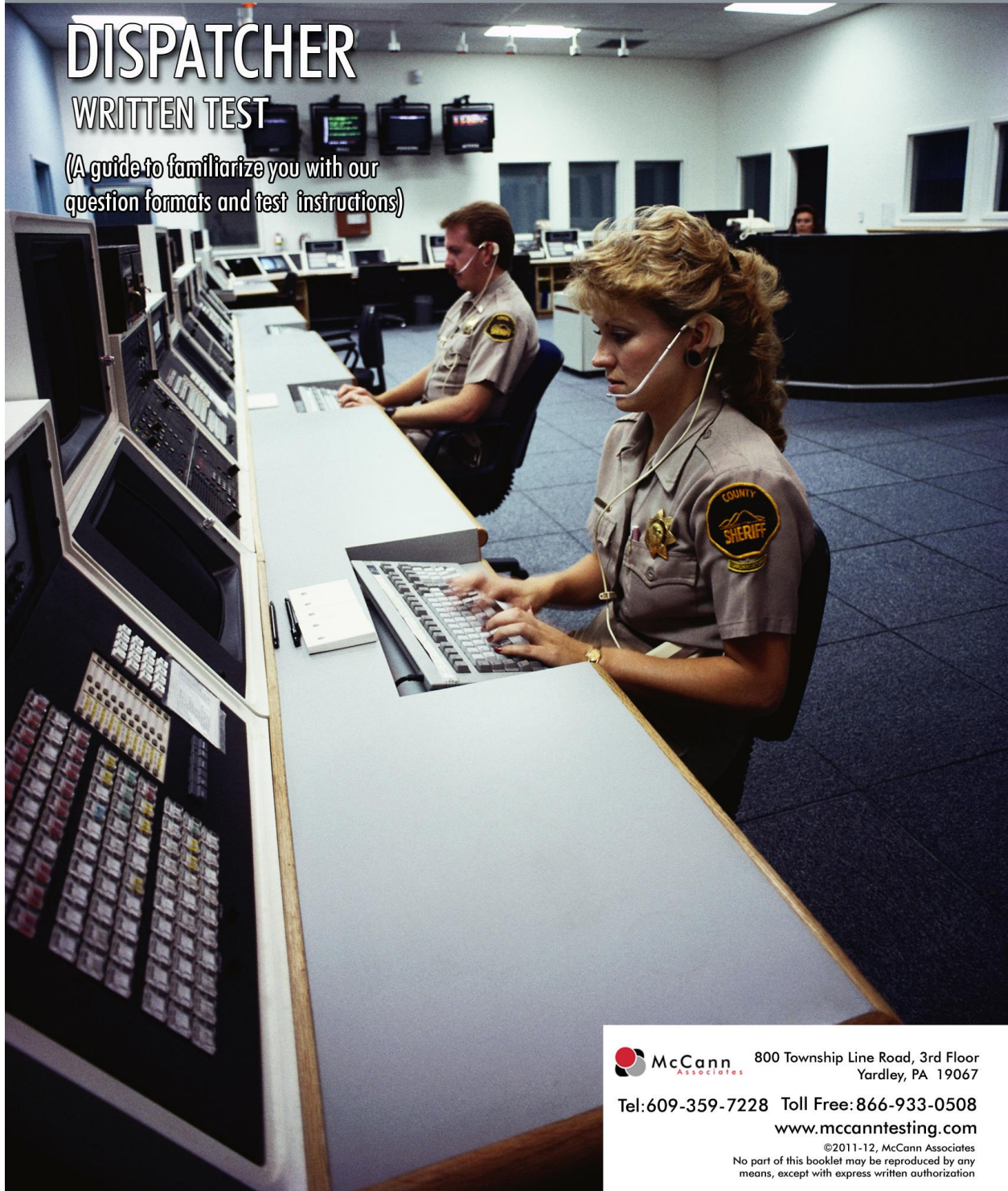


HOW TO DO YOUR BEST ON A MCCANN ASSOCIATES:

DISPATCHER WRITTEN TEST

(A guide to familiarize you with our
question formats and test instructions)



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INTRODUCTION

McCann Associates has prepared this guide to give each candidate the opportunity to prepare for the test. This guide is intended to familiarize you with our question formats and the instructions for taking the test. If you study this guide, you should be able to concentrate your efforts during the test itself on reading and answering the questions.

This guide consists of four parts: questions about test taking, information about typical question formats, sample questions, and the test instructions. The key answer for each sample question is given and, with some of these questions, an explanation about the key answer is also given.

Don't try to memorize the answers to the sample questions; none of these questions will be on the test. However, by carefully studying these questions, you can become familiar with the style and format of our questions. The test instructions appear exactly the way they are on the front and back covers of the examination question booklets.

DESCRIPTION OF THE TEST

The test consists of two separately timed parts. The first part is the Name and Number Checking test, which is tightly timed. The second part is contained in a separate examination question booklet and is not tightly timed.

The complete instructions for the Name and Number Checking test will be given to you in this guide. The front and back covers of the second part of the test booklet contain information and instructions on how to use the booklet and the accompanying answer sheet. Reproductions of the front and back covers are attached as the last two pages of this guide. You should thoroughly familiarize yourself with these instructions before the test. You should also reread the front and back covers of the examination booklets at the time of the test so that they are fresh in your mind when you begin answering the questions.

THE BEST ANSWER

Your task in each question is to choose the **best** or most acceptable answer from among the five choices. The basis for the official key answer is not absolute rightness or wrongness, but comparative rightness. The key answer must be the **best** answer; that is, it must be **better** than any of the other four choices. There may be another answer, which is not among the five choices, which is a better answer than any of the five choices. Even if this is true, it is still your task to choose the **one** choice that is the best answer of the five choices given. To help you remember that your task is to choose the best or most acceptable answer, many questions include a superlative, such as "the most important reason," "the best course of action," "best describes," or "most likely to be."

TO GUESS OR NOT TO GUESS

The instructions you will find on the front cover of the test booklet include the following statement:

All questions have equal weight. Do not open this booklet until the monitor tells you to "Begin the test."

There is no penalty for guessing. If you answer 35 questions correctly and 20 questions incorrectly, you will be given full credit for 35 correct answers. If you answer 35 questions correctly, 15 questions incorrectly, and fail to answer 5 questions, you will also be given full credit for 35 correct answers.

If you fail to answer one or more questions, you will not get credit. If you guess at the answer to one or more questions, you will get credit for any correct answers. Consequently, you should record an answer to every question - the answer that seems best to you - even though you may not be *sure* that it is the best answer.

TAKE TIME TO BE CAREFUL

The Name and Number Checking test is a tightly timed test in which you will be required to work as rapidly as possible and answer as many questions as you can within the time limit. Additional instructions on how best to answer these questions will be presented later.

There are 55 questions in the second part of the test, with a time allowance of 50 minutes, or approximately one minute per question. The time limit is sufficient so that most candidates, even those who read slowly, should be able to complete the test. However, it is extremely important to plan your time and to pace yourself.

During the actual test, the monitor will periodically announce the amount of remaining time that you have to complete the test, in order to assist you in pacing yourself. It is a good test-taking technique to check your time regularly to see whether you are on schedule. You should answer 10 questions in 10 minutes. Take the time to read and answer the questions carefully, because rushing may cause mistakes. It's better to answer only 50 questions, because you took time enough to be careful, than to rush through all 55 questions and make mistakes.

TOUGH QUESTIONS

There probably will be some difficult questions. Don't spend too much time trying to figure out the answer to a tough question. It is usually wiser to skip a tough question (don't forget to skip the space on the answer sheet!), and answer the rest of the questions. Mark each question you skip in the booklet so that you can find it later. When you have finished all the questions, go back and answer the tough questions that you skipped. If you spend too much time on tough questions, you may have to hurry or you may not have sufficient time to answer all the questions (possibly including some easier ones that might appear later in the test).

"TRICKINESS"

The test does not contain trick questions. However, a question that is not tricky for a candidate who knows the answer may seem tricky to someone who doesn't. The test creators try to make wrong answers attractive to persons who are poorly qualified. The wrong answers are intended to be incorrect, but nevertheless, wrong answers can't be so silly that no one would ever answer any questions incorrectly.

A candidate may believe an answer is correct, but feels that the answer is too easy or too obvious and that there must be a hidden meaning. Such a candidate may search for a hidden meaning and may be convinced that a right answer is wrong, simply by looking for a trick where there is none.

REVIEWING AND CHANGING YOUR ANSWERS

If you have time after you have answered all of the questions, go back and make sure that you have answered every question and that you have put all your answers in the right places. Also check that you have chosen and marked the best answer. However, don't change your original answer unless you are absolutely sure that your original answer is wrong, or that you marked the wrong answer on the answer sheet.

Many studies have been made of the erasures on answer sheets. The likelihood is about two to one that a candidate will erase a correct answer and change it to a wrong answer. This is why we suggest that you don't change your answer unless you are positive that the answer you originally recorded is wrong.

WHAT TYPES OF QUESTIONS?

The questions will be in one of three formats: 1) the Name and Number Checking format, 2) the Word Meaning format and 3) the Numerical Ability format. In the following sections, we discuss each of the three formats.

The stem of each question describes the task that you must do to answer the question. The task may be to identify the "best reason" or the "most advisable course of action" or a different kind of task. First read the stem of the question and try to understand its task.

After you understand the task, read each choice. If you are reasonably sure that a choice is wrong, put an "X" beside the choice letter in the question booklet. On the other hand, if you are fairly sure that a choice is the best answer, put a ✓ in front of that choice to indicate that fact. If you aren't sure if a choice is right or wrong, don't make any marks.

After you have read all the choices and marked the ones you are sure are either right or wrong, you may find that there is only one choice which you are sure is the best. If so, mark it on the answer sheet. There may be no answer which you are sure is the best, but you may have marked off one, two, or even three choices that are wrong. This will leave you with four, three, or possibly only two choices which aren't crossed off. At this point, exercise your judgment and experience to choose one of those choices that you have not crossed off, and record it on the answer sheet. If you have no idea which of the choices not crossed off is best, then perhaps this is a "tough question." You might want to postpone answering it until you have gone through the rest of the test.

THE NAME AND NUMBER CHECKING FORMAT

Part I of the test is a Name and Number Checking test. The purpose of this test is to measure your ability to check names and numbers accurately and rapidly. The best way to understand and prepare for this test is to study the practice test on the following page.

The Name and Number Checking test is a separately timed test. You will be allowed ten minutes to answer 120 questions. There are many more names and numbers than you can possibly check in the time allowed. Do **NOT** let this worry you, since you can earn an excellent score without finishing all the questions. You should study the practice test ahead of time; however, you will also be allowed to take the practice test immediately before taking the actual test.

Your task is to compare the three numbers or names in each question and to determine whether they are the same or different. During the actual test, you will mark your answers on a separate answer sheet in accordance with the following instructions.

Instructions for Marking Your Answers

Mark A if the number, or name, in Column A is different than the other two.

Mark B if the number, or name, in Column B is different than the other two.

Mark C if the number, or name, in Column C is different than the other two.

Mark D if all three numbers, or names, are the same.

Mark E if all three numbers, or names, are different.

| Sample Question # | Column A | Column B | Column C |
|-------------------|-----------------|-----------------|-----------------|
| 1 | 12,345 | 12,354 | 12,345 |
| 2 | 76,054 | 76,054 | 70,654 |
| 3 | 50,505 | 50,505 | 50,505 |
| 4 | 31,133 | 33,313 | 33,333 |
| 5 | 97,135 | 97,315 | 97,315 |
| 6 | Harold White | Harolde White | Harolde White |
| 7 | Merton Babinski | Merton Babinski | Merton Babinski |
| 8 | Myra Newton | Myra Newtown | Myra Newton |
| 9 | Joshua Williams | Joshau William | Joshua William |
| 10 | Dinah Twining | Dinah Twining | Dinah Twining |

OFFICIAL KEY ANSWERS TO SAMPLE QUESTIONS 1 THROUGH 10

| <u>Question #</u> | <u>Key Answer</u> |
|-------------------|-------------------|
| 1 | B |
| 2 | C |
| 3 | D |
| 4 | E |
| 5 | A |
| 6 | A |
| 7 | D |
| 8 | B |
| 9 | E |
| 10 | C |

THE WORD MEANING FORMAT

There are two word meaning formats: the vocabulary format and the sentence completion format.

The vocabulary format consists of one word in capital letters followed by five words or phrases in small letters. You are to read the word in capital letters and then pick, from the words or phrases that follow, the one closest in meaning to it.

The sentence completion format consists of a single sentence in which one word is missing. A blank () indicates where the missing word has been removed from the sentence. Beneath each sentence are five choices, one of which is the missing word. You are to select the choice which best fits the meaning of the sentence.

SAMPLE QUESTION 11

11. We had worked so hard all day that by evening we were quite ().

- (A) Old.
- (B) Small.
- (C) Tired.
- (D) Untrained.
- (E) Intelligent.

The key choice is (C).

THE NUMERICAL ABILITY FORMAT

There are two numerical ability formats: the word problem format and straight numerical format.

The word problem format consists of a sentence, or two, explaining a task involving numbers. You are to pick, from the five choices which follow, the one which best states the correct answer.

The straight numerical format presents a math problem and five choices. Examples of these formats follow.

SAMPLE QUESTIONS 12 THROUGH 15

12. Which one of the following is the most correct answer to the addition shown to the right?

$$\begin{array}{r} 468 \\ +395 \\ \hline \end{array}$$

- (A) 753
- (B) 763
- (C) 853
- (D) 863
- (E) 873

13. Which one of the following is the most correct answer to the subtraction shown to the right? 471
-184
- (A) 277
(B) 286
(C) 287
(D) 387
(E) 397
14. Which one of the following is the most correct answer to the multiplication shown to the right? 206
X 85
- (A) 2,210
(B) 6,530
(C) 17,510
(D) 21,830
(E) 170,510
15. Which one of the following is the most correct answer to the division shown to the right? $4506 \div 79$
- (A) 57.0
(B) 57.03
(C) 57.30
(D) 57.37
(E) 58.30

OFFICIAL KEY ANSWERS TO SAMPLE QUESTIONS 12 THROUGH 15

| <u>Question #</u> | <u>Key Answer</u> |
|-------------------|-----------------------|
| 12 | D |
| 13 | C |
| 14 | C |
| 15 | B |

THE DAY OF THE TEST

We realize that taking a written examination can make a person tense and fearful. We hope this study guide has eliminated most of your fear. The most important advice we can give you is to try to enter the testing room in a positive, cheerful frame of mind, with as much self-confidence as possible. Tell yourself, "I'm going to read each question and all the choices carefully, and then I'm going to select the best answer. If I'm not sure of the answer, I'm not going to worry about it. Instead, I'm going to skip it and go on to the next question." With this frame of mind, you should do well. It is also a good idea to get a good night's sleep before the examination and to allow yourself plenty of time to get to the examination room, so you don't feel rushed because you're late.

CONCLUSION

Studying this guide will not increase your level of knowledge, ability, or skill as a Dispatcher. However, if you read and study this guide and the questions that accompany it, you should be better able to do your best on the written test.



**QUESTION BOOKLET
FOR
(Rank to be tested)**

Question Booklet

**WRITE YOUR IDENTIFICATION
NUMBER IN THE BOX**

Directions

Write your identification number in the box above. Read all of the instructions on this front cover, and also the instructions on the outside of the back cover. You are NOT to open the booklet for any reason until the Monitor instructs all of the candidates at once to "Open the booklet and begin the test."

Instructions for recording your answers on the separate answer sheet are found on the outside of the back cover of this booklet and should be read carefully before you begin to answer the questions. Also, remember to read carefully any instructions that are part of the test. Interpreting and following directions are part of the examination. You may make marks in the booklet. If you need to make calculations, use the margins of the booklet.

Candidates are positively forbidden to take this booklet or any part thereof from the examining room. This booklet is the property of McCann Associates, and is loaned to you only for use in this examination. All examination material must be returned to the Monitor before candidates leave. All materials in this booklet are covered by copyright.

The questions in this test are not intended to be tricky or misleading. Read each question carefully before answering.

Your task is to select the choice for each question which you believe to be the most acceptable of the choices offered. You are to select one choice and only one to each question. The choice you select for each question will be scored "right" or "wrong" on the basis of the standard answer which has been determined to be the most acceptable. Any unanswered question is counted as "wrong." Any single question to which you record two or more answers will be counted as "wrong."

ALL QUESTIONS HAVE EQUAL WEIGHT

**DO NOT OPEN THIS TEST BOOKLET UNTIL THE MONITOR TELLS
YOU TO "BEGIN THE TEST."**

No part of this booklet may be reproduced by any means without specific written permission of McCann Associates.

GENERAL INSTRUCTIONS

You should have already printed the information required in the box on the tear-off portion of the answer sheet, as well as in the area above where you record your answers. Check to make sure you have recorded the position for which you are being examined, the examination number (if there is one), the date, the place, and, if appropriate, the room number. **BE SURE THAT THE IDENTIFICATION NUMBER** printed on the remaining portion of the answer sheet is also recorded on the front cover of this booklet. For your protection, your answer sheet is identified only by this number until after it has been scored. **DO NOT WRITE YOUR NAME ON THE ANSWER SHEET OR ANY OTHER TEST MATERIAL PROVIDED TO YOU.**

You are not allowed to use books or other reference materials. Before the test begins, turn over any such aids to the Monitor, who will return them to you after the test. Failure to do so may disqualify you. You are forbidden to communicate with any other candidate, or to give or to receive help from any person or source during the course of this test. **KEEP YOUR OWN WORK COVERED.** Copying from another candidate or permitting another candidate to copy from your answer sheet is cause for disqualification.

The Monitor is forbidden to explain the meaning of any question, or to give any information which may help to answer a test question. Any necessary explanations will be made to the entire room. Do not leave the room without the permission of the Monitor. If you leave the room without permission, your papers will be taken and will not be reissued to you.

If you wish to withdraw from this test without completing it, write across your answer sheet “I withdraw” and sign your name. If you withdraw, you will not be permitted to leave the room until $\frac{1}{2}$ hour after the “Time Started.” When you finish the test, review your question booklet carefully to make certain that you have answered as many of the questions as you can. Signal the Monitor, and stay in your seat until the Monitor collects and checks all material.

How to Record Your Answers on the Answer Sheet

The answer sheets are scanned into a computer and scored. The process is done twice to verify accuracy. However, accurate scoring also depends upon candidates following these instructions:

1. Use a No. 2 pencil.
2. Be sure to mark your answers **DARKLY** on the answer sheet. Fill in the **ENTIRE** oval.
3. Every question is identified by its own number. After you have read a question and decided which answer is best, you should note the letter, (A) or (B) or (C) or (D) or (E), for that choice on the answer sheet.
4. Be certain to record your answer on the right line for that question. Misplaced answers are counted as wrong answers.
5. Do not mark more than one answer per question. Double answers are counted as wrong answers.
6. If you change your mind about the best answer to a question, **COMPLETELY** erase the black mark for the answer you want to change and make a new black mark for the new answer. Thorough erasing is important, but **DO NOT** erase so thoroughly as to tear the paper.