

Global General Service Test Sample Questions

Please find below sample questions for the Global General Service Test (GGST). The questions are provided for the purpose of illustrating the types of questions that you will see in the test. The difficulty of the questions in the actual test may vary.

Part I: Verbal Reasoning

Each question will contain a short text/email/article to read. After that, you will be asked a question.

Question 1

Please read the text below and answer the question that follows.

Fiona has received an email concerning her organization's human resources management tool.

Read the extract from the email and choose the best answer.

Dear colleagues,

Please be advised that we are currently experiencing technical issues with regards to the processing of staff members' requests to take holiday leave or make changes to their medical plans on the HRMT platform (the organization's human resources management tool). It has come to our attention that a number of requests that were recently submitted were not, in fact, processed properly. Regrettably, some staff even received an email confirming that their request had been registered successfully when it had not been. We are looking into this matter and hope to have it resolved by the end of the week.

To allow us to identify the full extent of this problem, staff members who have recently submitted such a request are kindly asked to inform us. Until the technical issues can be resolved, staff who wish to submit a new holiday leave or change to medical plan request are kindly asked to raise the matter with their supervisors.

Yours
Client services
clientservices@lio.com

Fiona recently requested a change to her medical plan. What should she do now?

Select one:

- Check to see if she has received a confirmation email.
- Send an email to clientservices@lio.com.
- Speak to her supervisor.
- Resubmit her request using HRMT.

Correct Answer:

Send an email to clientservices@lio.com.

Question 2

Please read the text below and answer the question that follows.

The organization has recently launched a document sharing application called Docushare. Yuri receives the following email:

Dear colleague,
 We are excited about the recent launch of Docushare. Below we will outline some of its key features. A major upgrade when using Docushare is that multiple people can now work on the same document, at the same time. Other features include the autosaving of documents, comments and discussions, direct commenting, and a team messenger application for communication purposes. Most importantly, Docushare means that all documents are kept internal, which protects the organisation's data. Docushare also boasts an impressive search function.

A colleague asks Yuri what the benefits of Docushare are.

According to the email, what is the key benefit of Docushare?

Select one:

- Multiple individuals can simultaneously work on documents
- Documents can be accessed more easily
- Organisational documents are stored more securely
- Documents can be found quickly through the search function

Correct Answer:

Organisational documents are stored more securely

Part II: Numerical Reasoning

Your manager has asked you to provide information about travel costs in the organization.

	Month	Department A	Department B	Department C
Travel costs per month	January	\$7,320	\$5,124	\$6,168
	February	\$9,542	\$5,462	\$4,654
	March	\$6,437	\$4,392	\$11,943
	April	\$2,545	\$1,579	\$6,437
	May	\$8,428	\$2,545	\$1,542

The table above provides the travel costs of three departments for the months from January to May.

1. In which month did Department A spend the greatest amount on travel?

- a. January
- b. February
- c. March
- d. April

2. In which month were the average travel costs of the three departments the highest?

- a. January
- b. February
- c. March
- d. April

3. What was the increase in travel costs for Department B from January to February?

- a. \$338
- b. \$467
- c. \$1,044
- d. \$1,514

4. What percentage of the total travel costs for January did Department C account for?

- a. 25%
- b. 33%
- c. 50%
- d. 61%

Answers:

1. The answer is *b. February*. Department A spent the highest amount in this month (\$9,542).

2. The answer is *c. March*. The average is the sum of travel costs for each department divided by 3 (the number of departments). If you do this for each of the months, you will see that March has the highest average costs (average of \$7,591).

3. The answer is *a. \$338*. Department B spent \$5,462 in February and \$5,124 in January. The difference ($\$5,462 - \$5,124$) is an increase of \$338.

4. The answer is *b. 33%*. To calculate this, divide \$6,168 by the total spent by all departments ($\$7,320 + \$5,124 + \$6,168$) and then multiply the result by 100.

Part III: Situational Judgment

1A. John works for a large international organization. His manager, Wen, asks him to complete an important report that is scheduled to be published on the Internet in two hours. John is in the process of finalizing the report when Lim, a colleague, asks him to assist with a non-urgent task that is due in two weeks' time. John knows that he will not be able to assist Lim and still complete the report before the deadline.

What should John do?

Choose the **MOST appropriate** answer.

- a. Tell Lim that he will not be able to assist her.
- b. Tell Lim that he will be able to assist her after he completes his current task.

- c. Ask Lim to discuss with his manager which task he should work on.
- d. Agree to assist Lim with her task before continuing on the report.

1B. John works for a large international organization. His manager, Wen, asks him to complete an important report that is scheduled to be published on the Internet in two hours. John is in the process of finalizing the report when Lim, a colleague, asks him to assist with a non-urgent task that is due in two weeks' time. John knows that he will not be able to assist Lim and still complete the report before the deadline.

What should John do?

Choose the **LEAST appropriate** answer.

- a. Tell Lim that he will not be able to assist her.
- b. Tell Lim that he will be able to assist her after he completes his current task.
- c. Ask Lim to discuss with his manager which task he should work on.
- d. Agree to assist Lim with her task before continuing on the report.

2A. Armina works in a large international organization. She has been preparing a presentation that Tom, her manager, assigned to her three weeks ago. Tom will give the presentation to senior-level managers. Two days before the presentation is due, Armina realizes that she has made some errors in parts of the presentation that will take her approximately four days to fix. The errors pertain to data calculations that are important for the department's budget-planning decisions. Armina also knows that Kim, a colleague, would be able to help her fix the errors before the deadline.

What should Armina do?

Choose the **MOST appropriate** answer.

- a. Send the presentation to Tom without fixing the errors.
- b. Ask Kim for assistance in fixing the errors before the deadline for the presentation.
- c. Tell Tom that because of errors in the presentation, not all of the information will be able to be presented.
- d. Inform Tom that, because of the errors, she will be unable to meet the deadline for the presentation.

2B. Armina works in a large international organization. She has been preparing a presentation that Tom, her manager, assigned to her three weeks ago. Tom will give the presentation to senior-level managers. Two days before the presentation is due, Armina realizes that she has made some errors in parts of the presentation that will take her approximately four days to fix. The errors pertain to data calculations that are important for the department's budget-planning decisions. Armina also knows that Kim, a colleague, would be able to help her fix the errors before the deadline.

What should Armina do?

Choose the **LEAST appropriate** answer.

- a. Send the presentation to Tom without fixing the errors.
- b. Ask Kim for assistance in fixing the errors before the deadline for the presentation.
- c. Tell Tom that because of errors in the presentation, not all of the information will be able to be presented.

d. Inform Tom that, because of the errors, she will be unable to meet the deadline for the presentation.

Answers:

1A. The answer is *b. Tell Lim that he will be able to assist her after he completes his current task.* By doing this, John will be able to complete the report that his manager has indicated as a priority while still demonstrating teamwork by assisting his colleague after the report is completed.

1B. The answer is *d. Agree to assist Lim with her task before continuing on the report.* This response is the least appropriate because it would mean that John would be unable to finish the report by the deadline that his manager had indicated.

2A. The answer is *b. Ask Kim for assistance in fixing the errors before the deadline for the presentation.* This will ensure that Armina will be able to correct the errors and complete the presentation by the deadline.

2B. The answer is *a. Send the presentation to Tom without fixing the errors.* This response is the least appropriate because, by not informing the manager of the mistakes or taking action to rectify them, Armina demonstrates a lack of professionalism and accountability.