

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

You are going to read four e-mails informing staff about building management issues. For questions 1-4, choose the best answer (A-D).

E-mail A - May

Essential roadwork will be taking place alongside the West Street entrance to the main building, beginning at 08:00 on Thursday, 18 May, which is expected to last eight to ten days. As previously announced in the April newsletter, the West Street bus stop will not be in service during this period. Once completed, the new West Street bus shelter will provide much-needed protection from the weather as well as comfortable seating. Whereas the West Street entrance will continue to be open to staff arriving on foot, those in motor vehicles will be required to use the North Street or South Street entrance.

As the roadwork will be taking place during office hours, office windows on the west side of the main building should remain closed to ensure that there is a quiet work environment for everyone working in the building.

E-mail B - June

Because of the recent flooding, the West Street roadwork has been suspended indefinitely. Please note that, as a result, motor vehicles will continue to have access to the main building only from the North Street and South Street entrances until further notice. Staff will be informed as soon as the roadwork resumes. The new bus shelter on West Street was completed on time, and bus service to and from the city centre is fully operational.

In last month's newsletter, staff were requested to ensure that office windows facing the roadwork were left shut. However, in view of the recent heatwave, staff are now requested to keep them shut only when offices are unoccupied.

E-mail C - July

As the West Street roadwork has yet to be completed, drivers will still not have access to the underground car park from West Street. Staff who travel to work by car should note that, from 12 July, the North Street entrance to the main building will be closed for essential repairs for at least two weeks. All private motor vehicles must be removed from the underground car park no later than 22:00 on Thursday, 11 July.

As a result of the recent heavy rain, furniture and equipment in several offices were damaged. Consequently, staff are now requested to ensure that all windows are left shut when offices are unoccupied, especially at the end of the day.

E-mail D - August

The West Street roadwork was finally completed a few days ago and drivers once again have access to the underground car park from West Street. Effective on 11 and 12 August, the North Street and West Street entrances will be closed to all traffic except for the vehicles of delegates attending the Global Crisis Conference. On those days, staff vehicles will both enter and exit at the South Street entrance and only between 06:00 and 19:00. Please note that whereas the overhead passageway between the conference building and the cafeteria will be closed, the cafeteria itself will remain open. As queues in the cafeteria will

likely be considerably longer than usual, staff are reminded of the online ordering service available from 11:00 to 15:00.

In order to avoid accidents, it has been decided that devices will be installed on office windows to restrict how much they can be opened. Staff who find that this measure results in insufficient ventilation are advised to request a desk fan by sending an e-mail to the building manager.

1. Which e-mail reminds staff of future disruptions to travel arrangements?

- a. E-mail A - May
- b. E-mail B – June
- c. E-mail C – July
- d. E-mail D – August

2. Which e-mail informs staff of an unforeseen delay?

- a. E-mail A - May
- b. E-mail B – June
- c. E-mail C – July
- d. E-mail D – August

3. Which e-mail says that access to various parts of the building will be restricted?

- a. E-mail A - May
- b. E-mail B – June
- c. E-mail C – July
- d. E-mail D – August

4. Which e-mail announces a fixed deadline?

- a. E-mail A - May
- b. E-mail B – June
- c. E-mail C – July
- d. E-mail D – August

Answers:

1. The answer is *e-mail A – May*. This e-mail says that “As previously announced in the April newsletter, the West Street bus stop will not be in service during this period”. This is therefore a reminder of the future disruption to services at the bus stop.

2. The answer is *e-mail B – June*. This e-mail says that “Because of the recent flooding, the West Street roadwork has been suspended indefinitely”. The flooding is causing an unexpected or unforeseen delay to the roadwork.

3. The answer is *e-mail D – August*. This e-mail says that the “overhead passageway between the conference building and the cafeteria will be closed”.

4. The answer is *e-mail C – July*. This e-mail says that “All private motor vehicles must be removed from the underground car park no later than 22:00 on Thursday, 11 July”.

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.