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**ASSESSMENT INFORMATION PACKAGE – EXAM 916**  
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**Preparing for the Examination**

Read all the information in this package. Come to the test physically and mentally prepared. Get a good night's sleep.

On the day of the test, you will need to arrive at the testing center 15 minutes prior to the beginning of your appointment to allow time for the check-in process.

Be sure to leave yourself enough time for traffic, finding the test center location, parking, and getting to the exam room.

The assessment is designed to be taken without interruptions or breaks. Please be sure to take care of any personal needs before appointment check-in.

Please bring with you to the testing center:

- Government-issued Photo ID
- Assessment site Login ID and Password

*If you are more than 15 minutes late for your assessment appointment, you will not be permitted to test.*

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**What to Expect in the Exam Room**

Upon arrival, you will be required to present one piece of state or U.S. Federal Government issued photo ID as specified in your appointment confirmation email. If you are a current USPS employee, you may bring your USPS ID badge.

*You will not be permitted to take the assessment if you do not present an ID meeting the stated requirements.*

Personal items are not allowed in the testing room. This includes all electronic devices such as cell phones, pagers, and PDAs. Please do not bring any unnecessary personal items to your assessment appointment as storage may not be available. We also ask that you not have anyone accompany you into the test center as there is not adequate space for visitors.

You will need your Login ID and Password to access the testing website. Please bring this information with you to the testing center.

When you are ready to begin, the examiner will provide you with ear plugs or headphones (to block out background noise) and assist you with logging in to start the test.

The test will be entirely administered and timed by the computer. All of the testing instructions will be provided by the computer. Before the test starts, you will see several instruction screens. These screens explain how to use the computer to take the test and select your answers. Two sections have practice items to familiarize you with the response format.

Other candidates might begin or end their exams at different times than you. In addition, the proctor is required to monitor the session frequently, so will be entering and leaving the test room as needed. All reasonable efforts will be taken to keep distractions to a minimum.

At the end of your exam, you will have the opportunity to complete an online exit survey where you can provide feedback regarding your testing experience.

*You must check out with the examiner before leaving the Testing Center.*

The examiner will not have access to any information related to your assessment results or your next step. You will receive an email message with instructions on how to access your test results.

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### **Obligation to Provide Reasonable Accommodation for Qualified Applicants with a Disability**

The United States Postal Service is obligated under Section 501 of the Rehabilitation Act of 1973, as amended, found in 29 U.S.C. § 791 *et seq.* to provide accommodations to a qualified applicant with a disability that will enable the individual to have an equal opportunity to participate in the application process and to be considered for a job.

If you have a disability that will require a special testing arrangement, please make your request when scheduling your exam through the Assessment website.

You will be asked to specify the nature of the disability and the accommodation needed.

Supporting documentation to verify the existence of a protected disability or the need for accommodation may be required.

The decision on granting reasonable accommodation will be made on a case-by-case basis.

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### **Frequently Asked Questions**

#### *How do I schedule my testing appointment?*

You can schedule yourself for the examination after receiving scheduling information via an email. To schedule a testing appointment, log into your assessment account and click on the Schedule Assessment link. If there are no seats available, request a seat by clicking on the Request a Seat link. Seat requests may take up to 5 business days to process. Please make sure to allow enough time for your request to be fulfilled. You will be notified via email once a seat is available at a test center near you. The system will not allow you to schedule an appointment within 24 hours of a testing session or request a seat within 48 hours of your expiration date.

#### *What if I need to reschedule (or cancel) my appointment?*

You may only cancel or reschedule your appointment more than 24 hours before your scheduled appointment. To cancel and reschedule your appointment, log onto the assessment website and click on the appointment date/time link.

**If you are within 24 hours of your scheduled appointment, you are not permitted to reschedule your appointment.**

**If you fail to attend your scheduled appointment, you will not be allowed to reschedule and will receive an incomplete test result for that job vacancy.**

#### *How long will it take to get the assessment results?*

A Notice of Result will be available on the Assessment site after you have been checked out from the testing center. You will receive an email message with instructions on how to access your Notice of Result.

#### *What is a passing score?*

You must attain a minimum score of 70 (excluding Veterans' Preference points) on the examination to be considered for any of the positions for which you applied.

#### *How long are the results of the test valid?*

Your examination result is valid through the expiration date shown on your Notice of Result.

If you are an applicant, your results will be maintained in your *eCareer* Candidate Profile and will be automatically included with your application if you apply for other USPS vacancies requiring this exam.

If you are an employee, your test result may be valid for longer, based on your situation and in accordance with Postal policy.

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**SAMPLE TEST QUESTIONS  
EXAMINATION 916 CUSTODIAL MAINTENANCE**

Examination 916 is made up of 60 questions, divided into four parts:

- Vocabulary and Reading
- Basic Safety
- General Cleaning
- Following Instructions

Instructions are given at the beginning of each test part, and each part is timed separately. Once you move on to each test part, you will not be able to go back to the previous part.

Please try to answer every question. It will be to your advantage to select an answer to each question that you can. There is no penalty for incorrect answers. If you are unsure of your answer, make the best choice you can. It is important to work quickly and accurately.

The total time for the assessment appointment is **one hour and 30 minutes**.

The table below lists the contents of Exam 916.

Test Part	Number of Items	Time Allowed (Minutes)	Description
Vocabulary and Reading	15	15	Measures ability to read and understand written materials as used in reading product label instructions and warnings, material safety data sheets (MSDS), equipment operating instructions, and cleaning route sheets.
Basic Safety	15	7	Measures knowledge of basic safety principles and practices such as proper lifting techniques, use of personal protective equipment, and awareness of electrical, chemical, and other health hazards in the area of cleaning and building maintenance.
General Cleaning	15	7	Measures knowledge of general cleaning and disinfecting materials, techniques, equipment, and tools commonly used by custodians.
Following Instructions	15	15	Measures ability to understand and carry out instructions similar to those received on the job.

On the following pages are sample questions like the ones that will be on the test. Study these carefully. This will give you practice with the different kinds of items on the test.

Vocabulary and Reading

These questions test your ability to read and understand written materials as used in reading product label instructions and warnings, material safety data sheets (MSDS), equipment operating instructions, and cleaning route sheets. Read each question and select the best answer. Check your answers below.

1. Avoid inhaling the fumes from this product. Inhaling most nearly means:
  - A) Diluting
  - B) Expelling
  - C) Breathing
  - D) Vaporizing
  - E) Ventilating
  
2. The contents of this load are fragile and require special handling. Fragile most nearly means:
  - A) Durable
  - B) Delicate
  - C) Valuable
  - D) Jagged
  - E) Greasy
  
3. Safety goggles are mandatory when handling corrosive chemicals. Mandatory most nearly means:
  - A) Essential
  - B) Awkward
  - C) Optional
  - D) Useless
  - E) Foolproof
  
4. "Although mixing cleaners can be risky, there are many products that can be harmful on their own. They range from window cleaners to all-purpose scrubs. Even liquid soap containing ammonia can be toxic. Ammonia can cause dizziness, and mixed with certain types of bleach, can create deadly fumes."  
  
The quotation best supports the statement that:
  - A) Gases can be detected by their color
  - B) All-purpose cleaners are rarely effective
  - C) Chemicals should never be mixed with water
  - D) Cleaners can be toxic even when used alone
  - E) Combining products will improve air quality

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Correct Answers: 1 C, 2 B, 3 A, 4 D.

### Basic Safety

These questions test your knowledge of basic safety principles and practices such as proper lifting techniques, use of personal protective equipment, and awareness of electrical, chemical, and other health hazards in the area of cleaning and building maintenance. Read each question and select the best answer. Check your answers below.

5. Which of the following lists information on the health hazards of cleaning products?
  - A) Lockout/tagout fact sheet
  - B) National Electrical Code (NEC)
  - C) National Building Code (NBC)
  - D) Better Business Bureau (BBB)
  - E) Material Safety Data Sheet (MSDS)
  
6. What should be done if an electrical cord is defective, damaged, or frayed?
  - A) Splice to a one-pronged plug
  - B) Apply finish to maintain appearance
  - C) Use only when working near water
  - D) Have the cord replaced at once
  - E) Run the electrical cord under a rug
  
7. Which of the following is a general rule of safe manual lifting?
  - A) Use the back to bear the entire load
  - B) Bend the back with knees straight
  - C) Keep the load close to one's body
  - D) Lift alone, no matter how heavy the load
  - E) Twist at the waist while carrying loads
  
8. Which of the following makes it unsafe to stand directly under ladders, lifts, and scaffolds?
  - A) Radiant energy
  - B) Falling tools or debris
  - C) Dog and insect bites
  - D) Cross-breeze venting
  - E) Stiff neck syndrome

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Correct Answers: 5 E, 6 D, 7 C, 8 B.

### General Cleaning

These questions test your knowledge of general cleaning and disinfecting materials, techniques, equipment, and tools commonly used by custodians. Read each question and select the best answer. Check your answers below.

9. Which of the following is used to apply cleaning solution to a painted wall?
  - A) Sponge
  - B) Spatula
  - C) Scraper
  - D) Wire brush
  - E) Drop cloth
  
10. Which of the following is used to clean inside a toilet?
  - A) Treated dust cloth
  - B) Bowl brush
  - C) Chamois cloth
  - D) Feather duster
  - E) HEPA vacuum
  
11. What is the primary purpose of a disinfectant?
  - A) Freshen air
  - B) Prevent fires
  - C) Flavor foods
  - D) Stain fabrics
  - E) Destroy germs
  
12. Which of the following is used to sweep dust and dirt from smooth floors?
  - A) Push broom
  - B) Sponge cloth
  - C) Floor stripper
  - D) Counter brush
  - E) Pressure washer

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Correct Answers: 9 A, 10 B, 11 E, 12 A.

**Following Instructions**

These questions test your ability to understand and carry out instructions similar to those you might receive on the job.

Read each item carefully. Following the instructions in each item will lead you to identify or create a letter-number combination such as P1, S4, Q10, or T6. Next, go to the “Look-Up Table” to find the specific letter (“P” through “T”) and number (1 through 10) from the combination you identified or created. Locate the intersection of this letter-number combination on the table. Then select the response that corresponds to the letter at the intersection of the letter-number combination on the look-up table. Check your answers below.

**LOOK-UP TABLE**

	P	Q	R	S	T
1	A	B	C	D	E
2	B	C	D	E	A
3	C	D	E	A	B
4	D	E	A	B	C
5	E	A	B	C	D
6	A	B	C	D	E
7	B	C	D	E	A
8	C	D	E	A	B
9	D	E	A	B	C
10	E	A	B	C	D

Sample Questions	Response Options
<p>13. Look at the letter-number combinations below. Find the second letter-number combination from the left.</p> <p style="text-align: center;">Q4   P3   R4   S9   T5</p>	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
<p>14. Look at the letters below. Find and count each letter that is <u>not</u> a "P" or "S." Use that letter and your count of that letter.</p> <p style="text-align: center;">P S Q P S S P Q P S P Q</p>	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
<p>15. Look at the circles below. The number inside each circle represents the number of light bulbs in a container. Find the container with the most bulbs and add the letter "Q."</p> <p style="text-align: center;">⑤   ⑥   ②   ⑧   ①</p>	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E
<p>16. Look at the list of hand tools below. Find the word with the fewest letters. Count the number of letters in that word. Use that count with the first letter of that tool.</p> <p style="text-align: center;">SHOVEL   EDGER   RAKE   SCRAPER   SHEARS</p>	<input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E

*Correct Answers: 13 C, 14 D, 15 D, 16 A.*