



CLERICAL TELEPHONE ABILITY BATTERY (C-TAB) TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE CLERICAL TELEPHONE ABILITY BATTERY (C-TAB)?

The C-TAB is a series four timed tests designed to measure your ability to perform clerical jobs. The entire test will take approximately 40 minutes to complete.

WHAT CAN I EXPECT TO SEE ON THE TEST?

Each test is described below and some sample items are provided for each to give you an idea of the types of questions you may be asked on the test.

❖ COMPUTATIONAL FACILITY TEST

The first part of the C-TAB is the Computational Facility test. For each problem three numerical choices lettered (A), (B), (C), are given. If the correct answer is one of these, you would mark the corresponding space on your answer sheet. If the correct answer is not given you would mark the space lettered (D) on your answer sheet.

Below is a sample problem:

$$\begin{array}{r} 546 \\ -153 \\ \hline \end{array} \quad \begin{array}{l} \text{(A) } 693 \\ \text{(B) } 403 \\ \text{(C) } 393 \\ \text{(D) } \text{None of the above} \end{array}$$

The correct answer is 393, so you would have marked (C). In this test the conventional arithmetic signs are used: + for add; - for subtract; x for multiply; / for divide; . for a decimal; and % for percent.



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❖ NUMBER GROUPS TEST

The second part of the C-TAB is the Number Groups test. In each problem you are to look at four groups of numbers. Three of the groups will have something in common, that is, something that makes them alike. The correct answer to each problem is the group that is different from the other three groups. Below is a sample problem:

- (A) 345 (B) 567 (C) 692 (D) 234

In the sample, group (A), (B), and (D) are alike because all of them are in sequential order. The correct answer is (C), because that group is different from the other groups - the numbers in it are not in sequential order. Therefore, you would have marked (C) on your answer sheet.

❖ FOLLOWING DIRECTIONS TEST

The third part of the C-TAB is the Following Directions test. As you work on following the written directions you will be interrupted from time to time by a tape recording giving you more directions to follow. The written directions will be based on a table similar to the one below:

	COLUMN				
	R	S	T	U	V
Row R	1	2	3	4	5
Row S	4	5	1	2	3
Row T	2	3	4	5	1
Row U	5	1	2	3	4
Row V	2	4	5	1	2

Tape Player Says:

Mark the number that is always just above 1.

- (A) 2 (B) 3 (C) 4 (D) 5

The number 3 is always just above the number 1, so you would have marked (B) on your answer sheet.

❖ SPELLING TEST

The fourth part of the C-TAB is the Spelling test. For each problem in this test you will hear a word followed by a sentence in which the word is used. Then the word will be repeated. The speaker will speak only one time for each problem, so you will have to listen carefully.

At the end of each problem, you would write the word you have heard on a scratch sheet provided. You would then refer to the question on the spelling of that word in the test booklet. For each question four suggested answers are given. You would select the one which is best in each case and mark the corresponding space on the answer sheet.



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Now try the sample below:

You will hear:

photograph I took your photograph photograph

You would write the word you have just heard on your scratch sheet:

Sample

photograph

You would then go on to answer the question in the test booklet about your spelling:

Sample:

The word you have just spelled contains which of the following letters?

(A) foto (B) graf (C) otag (D) phot

Since “p-h-o-t” is the only series of letters which appears in the correct spelling of the word, the answer is (D). Therefore, you would have marked (D) on your answer sheet.

WHAT CAN I DO TO PREPARE FOR THE TEST?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. All information necessary to complete the C-TAB is provided during the test. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job.

Here are some additional tips to help you prepare:

- ✓ Get a good night’s rest the night before your testing session
- ✓ Eat a well-balanced meal an hour before testing



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HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the C-TAB.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

- ✓ Read questions carefully.
- ✓ Think - reason out your answer.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If you do not qualify on the C-TAB, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may initially retest after six months. Subsequent retests are at one-year intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the C-TAB qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.