



OPERATOR II TELEPHONE ABILITY BATTERY (OP-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 OPERATOR II TELEPHONE ABILITY BATTERY (OP-TAB)?

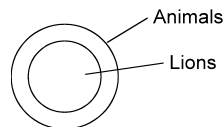
The OP-TAB is a series of five timed tests. The entire test will take approximately 46.5 minutes to complete, exclusive of instructions.

WHAT CAN I EXPECT TO SEE ON THE TEST?

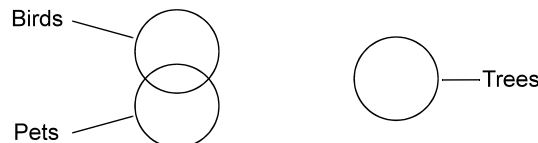
Each test is described below and some sample items are provided for each to give you an idea of the types of questions you may be asked on the test.

DRAWING RELATIONSHIPS

This test measures your ability to recognize the relationship among things. This will show your ability to determine the relationship of diagrams among three words. Sometimes people show how things are related to each other by drawing pictures of overlapping circles. For example, if certain things, let's say lions, all belong to a large group of things, let's say animals, you could draw the relationship as follows:



In these drawings, the relative size of the circle does not matter. The drawing above does not mean that most animals are lions, but that all lions are animals. That is why the circle representing lions is shown entirely within the circle that represents animals. Now, take the relationship among three groups of different things: birds, pets and trees. These should be drawn as follows:



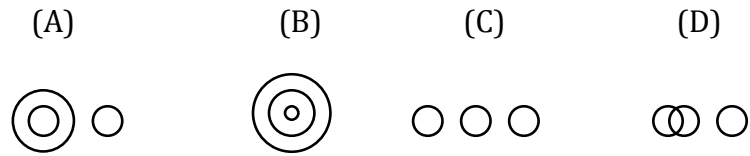
This drawing shows that no trees are either pets or birds, but some birds are pets and some pets are birds.



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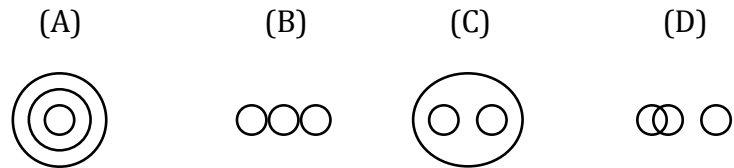
You will have 8 minutes to work on 20 problems. Below are some sample problems:

1. Rose, Flower, Pencil



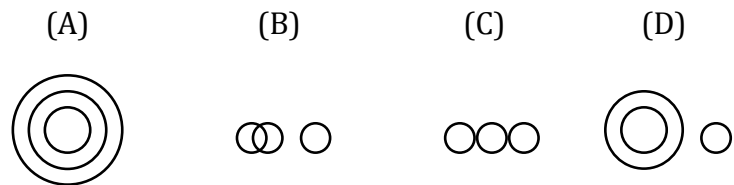
The correct answer is A. This diagram illustrates that rose is a subset of flower, and pencil is not related to either one.

2. Man, Woman, Human



The correct answer is C. This diagram illustrates that no man is a woman, and no woman is a man; however, they are both human.

3. Secretaries, Men, Book



The correct answer is B. This diagram illustrates that some secretaries are men and some men are secretaries but book is not related to either one.



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FOLLOWING DIRECTIONS

This test measures your ability to follow both written and verbal instructions. As you work on following the written directions, you will be interrupted from time to time by a tape recording giving you verbal directions to follow. You will have 10 minutes to follow 15 written and 10 spoken directions.

The written directions will be based on a table similar to the one below:

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

Tape player says:

1. Mark the number that is always just above 1.

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

The correct answer is B.

2. Mark the number just to the right of the middle number of Row S.

(A) 1 (B) 2 (C) 4 (D) 5

The correct answer is B.

3. Mark the number that is just above the 2 in Column T.

(A) 1 (B) 3 (C) 4 (D) 5

The correct answer is C.

NUMBER GROUPS

This test is designed to measure your ability to see how groups of numbers are alike or different. In each problem, you will look at four groups of numbers, three of which will have something in common. The correct answer to each problem will be the group that is different from the other three groups. You will have 7 minutes to work on 20 problems. Below is a sample question:

(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.



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READING ACCURACY

This test is designed to measure your ability to read and comprehend the meanings of words as used in a sentence. Each of the sentences in this test contains clues to the meaning of an underlined word in the sentence. You are asked to complete a statement about the underlined word, choosing the best answer from four suggested answers. You will have 9 minutes to work on 20 problems. Below are some sample questions:

1. Since John had no formal training in electronics, it was difficult for him to comprehend the problem that developed after the storm.

Comprehend means:

- (A) look at
- (B) understand
- (C) purchase
- (D) enjoy

The correct answer is B.

2. John knew from the dismal look on the face of the police officer that the situation was serious.

Dismal means:

- (A) bright
- (B) cheerful
- (C) cheerless
- (D) distant

The correct answer is C.

3. The students asked the teacher many questions because they were trying to elicit as much information as possible about the test.

Elicit means:

- (A) acquire
- (B) hide
- (C) hold
- (D) forget

The correct answer is A.

4. The teacher's answers were purposely vague, since she did not want to reveal too much.

Vague means:

- (A) definite
- (B) slim
- (C) obscure
- (D) clear

The correct answer is C.



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SPELLING

This is a test of your ability to spell according to standard English spelling. For each problem, 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 will write the word you have heard on a scratch sheet provided. You would then refer to the question on the spelling of the 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.

Now try the sample problem 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 series of letters?

(A) foto (B) graf (C) olay (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 OP-TAB is provided. 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.



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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 OP-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 OP-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 in 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 OP-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.