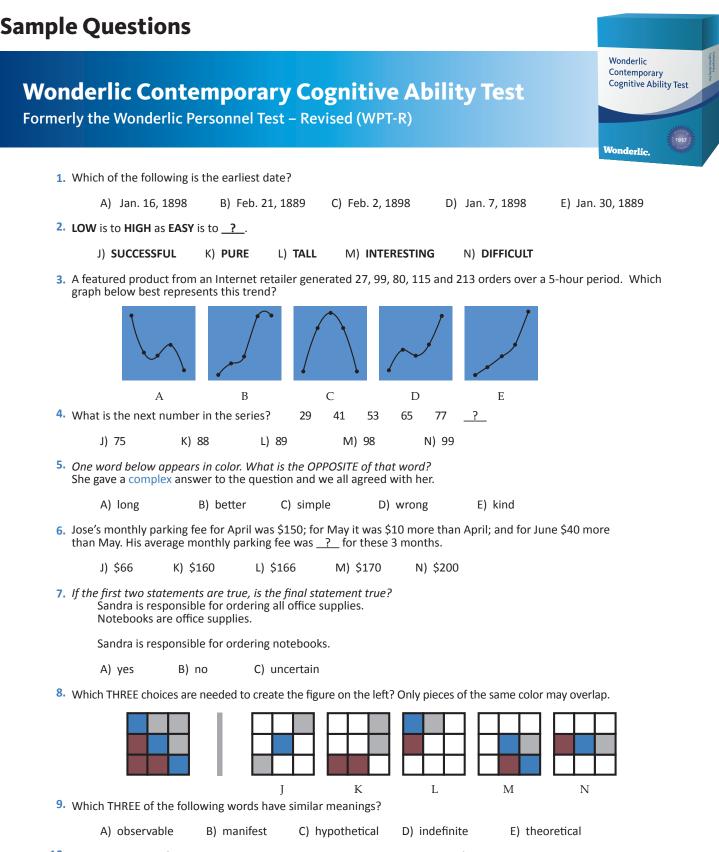
## **Sample Questions**



10. Last year, 12 out of 600 employees at a service organization were rewarded for their excellence in customer service, which was ? of the employees.

J) 1% K) 2% L) 3% M) 4% N) 6%

Correct Answers: 1. E, 2. N, 3. D, 4. L, 5. C, 6. M, 7. A, 8. KLM, 9. CDE, 10. K

