**Answer Key** (revised June 2018)

**The Customer Service test is also available online at** [**testmoz.com/449242**](https://mail.apsb.org/owa/redir.aspx?SURL=PlL8eDqqtuFK7uryyZynrdY6CRuO9QexI82bXL6FrYQUPDaE9DnSCGgAdAB0AHAAcwA6AC8ALwB0AGUAcwB0AG0AbwB6AC4AYwBvAG0ALwA0ADQAOQAyADQAMgA.&URL=https%3a%2f%2ftestmoz.com%2f449242)**.**

A student puts their first and last name in and uses the password “voucher” to access the test.  After the last question, the students will receive their score along with their name. Print this page out to give to you so you have their screening score. If they don’t print it out or you don’t record the score, there is no record of their score to be found meaning they would need to retake it.

**MERA requires that this screening test be taken before a MERA paid voucher will be issued. A student must make 80% or higher on this screening test in order to receive the $55 voucher purchased by MERA.** **Students who fail the actual certification exam must pay for their 2nd test as MERA does not supply a 2nd voucher.**

**This screening test is more fact-based than the actual exam. Its sole purpose is to screen students out who are not taking the certification seriously. The actual certification exam is much more application-based, but a student must have their facts before they can apply them.**

1. D

2. C

3. C

4. B

5. C

6. C

7. A

8. C

9. C

10. A

11. C

12. A

13. C

14. C

15. C

16. B

17. B

18. B

19. B

20. B

21. D

22. A

23. A

24. D

25. A

26. D

27. A

28. E

29. C

30. D

31. D

32. B

33. B

34. A

35. A

36. A

37. B

38. A

39. B

40. A

41. D

42. D

43. A

44. C

45. A

46. D

47. D

48. D

49. B

50. D

51. B

52. D

53. C

54. B

55. B

56. B

57. A

58. B

59. A

60. B

61. A

62. D

63. C

64. A

65. D

66. C

67. D

68. B

69. A

70. C

71. A

72. B

73. B

74. B

75. D

76. B

77. A

78. D

79. D

80. C

81. C

82. D

83. C

84. D

85. B

86. D

87. C

88. D

89. B

90. B

91. D

92. B

93. C

94. C

95. B

96. C

97. C

98. B

99. D

100. A