GIANT EAGLE ON BOARDING PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. What is the policy when encountering loitering, disruptive behavior, or shoplifting?

A. Detain the customer and physically restrain if necessary.

B. Confront the person directly and resolve the issue.

C. Do not confront; report to store security or management per policy and ensure customer safety.

D. Ignore the incident and continue with tasks.

2. In the 'Ask and Fulfill' approach, what is the typical opening phrase used to start assisting a customer?

A. What can I do for you?

B. Would you like assistance?

C. How may I help you?

D. Can I assist you today?

3. Which of the following is NOT part of safe cash handling at the register?

A. Skipping reconciliation of tills at shift end.

B. Accurate scanning, giving correct change, reconciling tills, and reporting discrepancies.

C. Handling cash in an unlocked drawer.

D. Refusing to give change and pocketing cash.

4. HIPAA stands for Health Insurance Portability Accountability Act.

A. Health Insurance Portability Accountability Act

B. Health Insurance Privacy and Access Act

C. Health Information Portability and Accountability Agreement

D. Health Insurance and Public Affairs Act

5. What is the proper action when you discover damaged packaging on a product?

A. Sell the item anyway

B. Ignore and place it back on the shelf

C. Tag the item and report to supervisor

D. Dispose of it immediately without notifying anyone

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6. In the steps of work design, which term denotes notifying the customer when the order is ready for pickup?

A. order entry

B. will call

C. fill

D. data entry

7. What is the proper emergency procedure for a fire in the store?

A. Hide in stockroom and wait.

B. Sound alarm, evacuate customers and staff safely to assembly area, and report to designated authority.

C. Call friends first, then evacuate.

D. Evacuate but do not report to anyone.

8. What are the lots in this context?

A. recalls

B. batch numbers

C. expiration dates

D. manufacturing dates

9. What is the recommended approach to restocking shelves during peak hours to minimize disruption?

A. Plan restocking during low-traffic times, use clear signage, and work quietly to minimize disruption.

B. Restock only during peak hours, with loud announcements.

C. Ask customers for permission before restocking.

D. Restock as quickly as possible with carts blocking aisles.

10. Which action aligns with the attendance policy when a shift conflict arises?

A. Ignore the attendance policy and work anyway.

B. Call in at the end of the shift.

C. Notify the supervisor and ensure coverage per attendance policy.

D. Take an unscheduled break without notification.

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Answers

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1. C
2. C
3. B
4. A
5. C
6. B
7. B
8. A
9. A
10. C

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Explanations

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1. What is the policy when encountering loitering, disruptive behavior, or shoplifting?

A. Detain the customer and physically restrain if necessary.

B. Confront the person directly and resolve the issue.

C. Do not confront; report to store security or management per policy and ensure customer safety.

D. Ignore the incident and continue with tasks.

Handling loitering, disruptive behavior, or suspected shoplifting is managed by escalating to trained professionals rather than taking personal action. The best approach is to not confront the individual yourself; report the behavior to store security or management per policy and ensure the safety of customers and staff. This protects everyone from injury, reduces liability, and ensures the situation is handled by personnel equipped to de-escalate, document, and take appropriate steps. Direct confrontation or attempting to restrain someone can escalate risk and create unsafe situations. Ignoring the incident can allow it to worsen and leave the store without a documented response. By following the established policy, you help ensure a consistent, lawful, and safe handling of the situation. If it helps, calmly observe from a safe distance, note details like appearance, behavior, location, time, and any witnesses to assist security or management.

2. In the 'Ask and Fulfill' approach, what is the typical opening phrase used to start assisting a customer?

A. What can I do for you?

B. Would you like assistance?

C. How may I help you?

D. Can I assist you today?

Opening with a phrase that invites the customer to share their needs sets the interaction up for successful service. "How may I help you?" is polite and open-ended, signaling readiness to assist with any request. It doesn't assume a specific task and keeps the conversation flexible, which is ideal for uncovering a wide range of needs—whether the customer is asking about finding a product, checking a price, or handling a return. Other options can feel more prescriptive or more tentative. "What can I do for you?" can come across as slightly blunt or transactional. "Would you like assistance?" sounds more like a suggestion than a direct invitation. "Can I assist you today?" adds a time frame and a slightly formal edge, which can feel less natural in quick, everyday conversations. So, the best choice balances politeness, openness, and approachability, encouraging the customer to describe their needs in their own words while signaling you're ready to help.

3. Which of the following is NOT part of safe cash handling at the register?

A. Skipping reconciliation of tills at shift end.

B. Accurate scanning, giving correct change, reconciling tills, and reporting discrepancies.

C. Handling cash in an unlocked drawer.

D. Refusing to give change and pocketing cash.

Safe cash handling centers on actions that protect cash, ensure transactions are accurate, and provide accountability. When you scan items accurately, give the correct change, reconcile tills at the end of your shift, and report any discrepancies, you're doing exactly what keeps cash secure and the till balanced. These steps prevent errors, deter theft, and create a clear record of transactions. That's why this statement aligns with proper cash-handling practices and would be considered safe. In contrast, skipping reconciliation at shift end, keeping cash in an unlocked drawer, or pocketing cash are clear violations that undermine security and accuracy, so they are not part of safe handling.

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4. HIPAA stands for Health Insurance Portability Accountability Act.

A. Health Insurance Portability Accountability Act

B. Health Insurance Privacy and Access Act

C. Health Information Portability and Accountability Agreement

D. Health Insurance and Public Affairs Act

HIPAA is asking you to recognize what the acronym stands for. The full name is Health Insurance Portability Accountability Act, which is built from the main words Health, Insurance, Portability, Accountability, and Act. This exact wording is what HIPAA represents, so that option matches the real title. The other choices swap or add different terms (Privacy, Access, Information, Agreement, Public Affairs), so they don't reflect the actual name of the law. This term also signals the two big aims of HIPAA: making health insurance more portable when people change jobs, and protecting the privacy and security of health information.

5. What is the proper action when you discover damaged packaging on a product?

A. Sell the item anyway

B. Ignore and place it back on the shelf

C. Tag the item and report to supervisor

D. Dispose of it immediately without notifying anyone

Damaged packaging can signal that the product may be unsafe or compromised, so the right move is to flag it and involve a supervisor. Tagging the item keeps a clear record that it's not suitable for sale and needs further evaluation, storage, or disposal according to store policy. This approach protects customers and helps maintain accurate inventory and safety procedures. Selling it, ignoring it, or disposing of it without notifying someone bypasses safety checks and can lead to customer harm and policy violations.

6. In the steps of work design, which term denotes notifying the customer when the order is ready for pickup?

A. order entry

B. will call

C. fill

D. data entry

Notifying the customer that the order is ready for pickup is a communication step in the work design process. The term used for that action is will call, which means the staff contacts the customer to let them know their order is ready. This step is separate from entering the order into the system (order entry), pulling and preparing the items (fill), or typing information into the system (data entry). In practice, will call is the cue that moves the customer from fulfillment to pickup, making it the best fit for this stage of the process.

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7. What is the proper emergency procedure for a fire in the store?

A. Hide in stockroom and wait.

B. Sound alarm, evacuate customers and staff safely to assembly area, and report to designated authority.

C. Call friends first, then evacuate.

D. Evacuate but do not report to anyone.

When a fire breaks out, the priority is to get everyone to safety quickly and in an organized way, then make sure someone in charge knows what happened. The correct approach is to sound the alarm so others are alerted, evacuate customers and staff to a preplanned assembly area, and report to the designated authority. This sequence ensures people know there's a danger, leave along established routes without blocking exits, and that a responsible person is overseeing the situation and coordinating with emergency responders. Hiding in a stockroom delays evacuation and puts you in immediate danger. Calling friends instead of alerting staff doesn't mobilize safety procedures or notify those who can help. Evacuating without reporting means the oversight and coordination needed to account for everyone and respond effectively may be missing.

8. What are the lots in this context?

A. recalls

B. batch numbers

C. expiration dates

D. manufacturing dates

In this context, lots refer to the groups of products that are identified for safety actions, i.e., the recalls. When a problem is found with a product, the recall is issued for all units in the affected lot(s); the lot numbers help pinpoint exactly which items need to be removed or corrected. So the lot is the set of items tied to a recall, rather than simply an attribute like a batch number or a date. Batch numbers are the identifiers used to label each lot, while expiration dates and manufacturing dates are details attached to those lots, not what the lots themselves are.

9. What is the recommended approach to restocking shelves during peak hours to minimize disruption?

A. Plan restocking during low-traffic times, use clear signage, and work quietly to minimize disruption.

B. Restock only during peak hours, with loud announcements.

C. Ask customers for permission before restocking.

D. Restock as quickly as possible with carts blocking aisles.

The best approach to restocking during peak hours is to minimize disruption by planning restocking for times with lighter customer flow, using clear signage to inform shoppers, and keeping work quiet and orderly. This reduces crowding around shelves, prevents aisles from becoming blocked, and preserves a smooth shopping experience while still keeping shelves stocked. Restocking only during peak hours with loud announcements would create more disturbance, draw attention away from customers, and slow down service. Asking customers for permission before restocking is impractical and slows the process. Restocking as quickly as possible with carts blocking aisles introduces safety hazards and makes the store feel chaotic. By coordinating timing with visibility and a calm workflow, shelves stay stocked without interrupting the customer flow.

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10. Which action aligns with the attendance policy when a shift conflict arises?

A. Ignore the attendance policy and work anyway.

B. Call in at the end of the shift.

C. Notify the supervisor and ensure coverage per attendance policy.

D. Take an unscheduled break without notification.

When a shift conflict arises, the right approach is to notify the supervisor and ensure coverage according to attendance policy. Prompt communication lets management adjust schedules, document the situation, and keep operations properly staffed. Taking actions without notification or ignoring the policy creates gaps in coverage and can be seen as noncompliant, while waiting until the end of the shift to call in or taking an unscheduled break without letting anyone know also disrupts planning and breaches policy.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://gianteagleonboarding.examzify.com

We wish you the very best on your exam journey. You've got this!

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