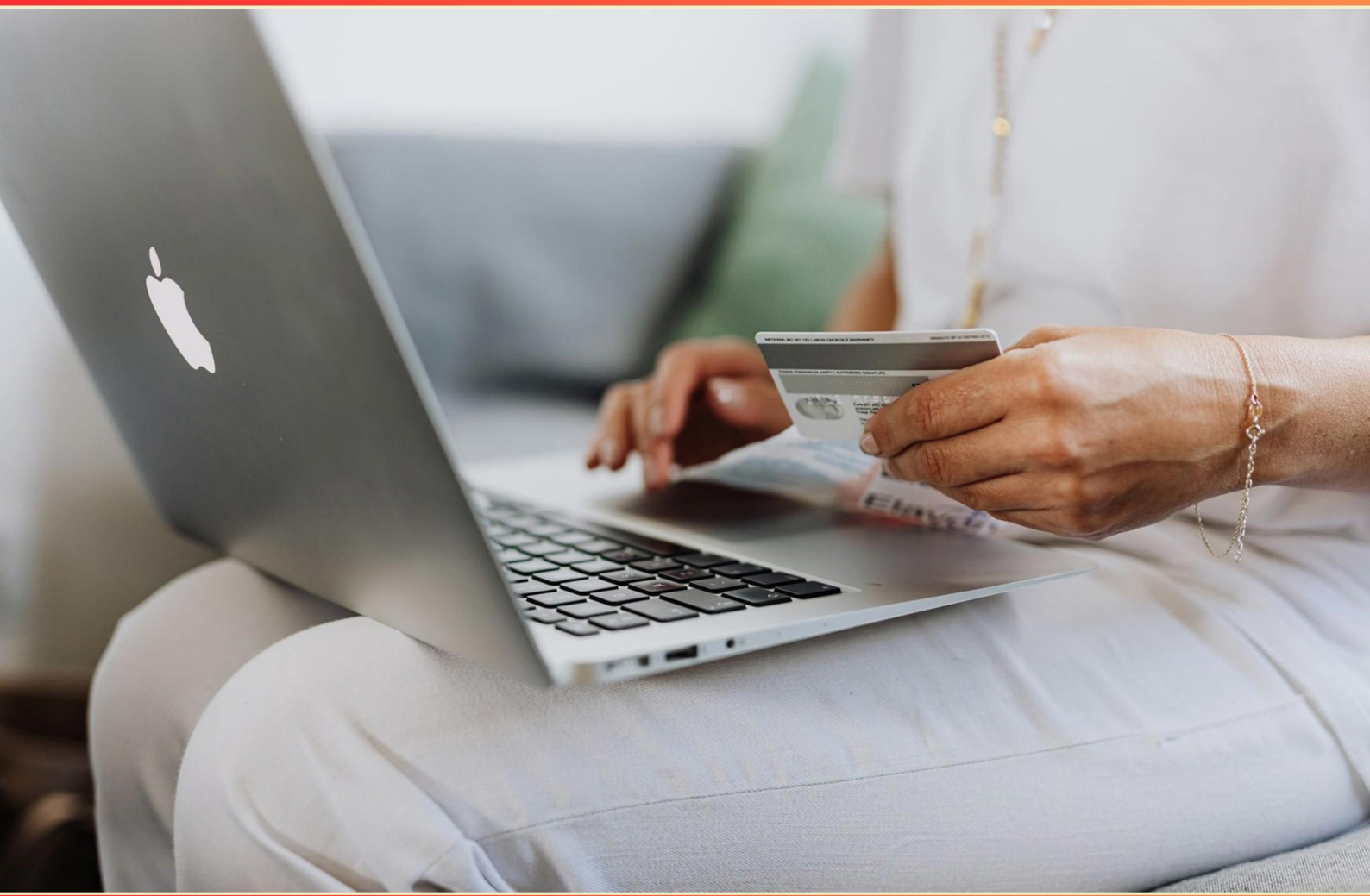
SCHOOL OF RETAIL MANAGEMENT (SORM) ESTORE PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

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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. Which option is not one of the Four Pillars of Heart for People?

A. Trust, Relate, Serve, Connect

B. Respect, Relate, Serve, Connect

C. Trust, Respect, Care, Connect

D. Trust, Relate, Help, Connect

2. PHF stands for which term related to food safety?

A. Potentially hazardous foods

B. Potentially hazardous flavors

C. Perishable foods

D. Protective foods

3. Where can you view your top sellers by department?

A. Fin-Net

B. Omnichannel Dashboard

C. WFM

D. BI

4. Compute the gross dollars given Sales of $132,485 and a gross margin of 17.59%.

A. $23,304

B. $24,056

C. $30,456

D. $20,348

5. In cooler temperature checks, which shelf is recommended for thermometer placement?

A. Middle Shelf

B. Top Shelf

C. Door

D. Bottom Shelf

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6. Which is the correct lunch break duration according to policy?

A. 15-30 minutes

B. 30-60 minutes

C. 60-90 minutes

D. 90-120 minutes

7. H-E-B strictly prohibits _____ in any form against any Partner who uses an internal complaint procedure or related activities.

A. Professional Counseling

B. Communication

C. Retaliation

D. Assistance

8. Why should Meal Simples not be stacked more than two high?

A. To prevent damage to the product

B. To optimize space

C. To speed up inventory audits

D. To reduce weight load

9. Which process is used to determine the quality level of beef such as Prime, Choice, and Select?

A. Receiving

B. Grading

C. Handling

D. Processing

10. What information can NOT be found in CSR?

A. Customer address

B. Order history

C. Customer Phone

D. Personal Shoppers ID

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Answers

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

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Explanations

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1. Which option is not one of the Four Pillars of Heart for People?

A. Trust, Relate, Serve, Connect

B. Respect, Relate, Serve, Connect

C. Trust, Respect, Care, Connect

D. Trust, Relate, Help, Connect

The Four Pillars of Heart for People are Trust, Relate, Serve, Connect. These describe the essential behaviors that build genuine relationships and service. Trust is the foundation of everything else: when people feel safe and believed in, they're more willing to relate with you, accept your help, and stay connected. The option that includes Respect instead of Trust doesn't fit this framework because Respect is not one of the pillars here. Replacing Trust with Respect breaks the set, since the pillar structure relies on Trust as the starting point. The other choices alter a pillar by substituting a different word (Care or Help) for one of the pillars, which also diverges from the defined set, but the mismatch created by replacing Trust is the key reason this option isn't part of the Four Pillars.

2. PHF stands for which term related to food safety?

A. Potentially hazardous foods

B. Potentially hazardous flavors

C. Perishable foods

D. Protective foods

PHF stands for potentially hazardous foods. In food safety, these are foods that can support the rapid growth of pathogenic microorganisms if they're not kept at proper temperatures or properly handled. They're typically high in moisture and protein and have a neutral or slightly acidic pH, which makes them more prone to bacterial growth. Because of this, they require strict time-temperature control to prevent foodborne illness, such as keeping cold foods cold and hot foods hot. Examples include meat, poultry, fish, dairy, eggs, cooked rice, and cooked vegetables. The other options don't describe this specific safety category. Flavor-related items, while important for taste, aren't a safety term; perishable foods is a broad shelf-life category, not the specific PHF concept; protective foods isn't a standard term in this context.

3. Where can you view your top sellers by department?

A. Fin-Net

B. Omnichannel Dashboard

C. WFM

D. BI

Viewing top sellers by department is about getting a cross-channel view of how different departments perform, so you can spot which departments are driving sales and tailor inventory or promotions accordingly. The Omnichannel Dashboard brings together sales data from online, in-store, and mobile channels in one place, letting you see the top-selling departments and the products within them at a glance. It's designed for this kind of cross-channel, department-level insight, with filters for department and time period and a side-by-side view of channel performance. Fin-Net is focused on financial transactions, WFM handles staffing and scheduling, and BI is a broader analytics tool; while BI can show many metrics, the Omnichannel Dashboard is the spot specifically built for comparing top sellers by department across all channels.

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4. Compute the gross dollars given Sales of $132,485 and a gross margin of 17.59%.

A. $23,304

B. $24,056

C. $30,456

D. $20,348

Gross margin percentage tells you how much gross profit you make from each dollar of sales. To get gross dollars, multiply the sales by the gross margin percentage. Compute 132,485 × 0.1759 ≈ 23,304.11. Rounding to the nearest dollar gives $23,304. This is the gross profit amount corresponding to the given sales and margin.

5. In cooler temperature checks, which shelf is recommended for thermometer placement?

A. Middle Shelf

B. Top Shelf

C. Door

D. Bottom Shelf

In cooler temperature checks, you want a spot that reflects the air temperature most representative of what all stored items experience, while being least affected by door drafts. The top shelf is typically where the cooling airflow is most direct and remains the most stable, so placing the thermometer there provides a reliable read of the cooler's operating temperature. This position avoids the warmer air that enters whenever the door is opened and minimizes the impact of items that may create microclimates lower down. So, the top shelf gives the best overall indication of whether the cooler is maintaining safe temperatures.

6. Which is the correct lunch break duration according to policy?

A. 15-30 minutes

B. 30-60 minutes

C. 60-90 minutes

D. 90-120 minutes

Lunch break duration is typically defined as a 30–60 minute window. This range provides enough time to eat and recharge without extending the workday too much, which is why it's the standard in many policies. A shorter span like 15–30 minutes is usually considered a quick rest rather than a full meal break. A longer span, such as 60–90 or 90–120 minutes, goes beyond what most policies designate as a standard lunch break and may require a different arrangement. So the best pick is the 30–60 minute window because it aligns with common policy expectations and practical needs during a workday.

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7. H-E-B strictly prohibits _____ in any form against any Partner who uses an internal complaint procedure or related activities.

A. Professional Counseling

B. Communication

C. Retaliation

D. Assistance

Retaliation is what the policy prohibits. The idea is to protect partners who use internal complaint procedures or participate in related activities from any adverse actions in response. When people can raise concerns—about discrimination, harassment, safety, or ethics—without fear of punishment, the process stays fair and trusted. Retaliation can show up as firing, demotion, reduced hours or pay, negative assignments, harassment, or threats aimed at punishing someone for speaking up or helping with the investigation. By banning retaliation, the company supports a safer, more compliant workplace culture and reinforces that reporting concerns is encouraged, not punished. The other terms don't capture the punitive responses this rule is designed to prevent.

8. Why should Meal Simples not be stacked more than two high?

A. To prevent damage to the product

B. To optimize space

C. To speed up inventory audits

D. To reduce weight load

The main idea is protecting product integrity. Meal Simples are packaged to handle normal handling, but stacking more than two high puts excessive pressure on the packages below and in the middle. This can crush the cartons, deform lids, compromise seals, and even cause leaks or contamination of the meal inside. Keeping the stack to two high helps prevent damage and preserves quality, presentation, and safety for customers. Space efficiency and audits aren't the direct reason for this rule. While stacking higher can save floor space, the priority is preventing damage to the product.

9. Which process is used to determine the quality level of beef such as Prime, Choice, and Select?

A. Receiving

B. Grading

C. Handling

D. Processing

Beef grading is the process used to determine quality levels like Prime, Choice, and Select. It relies on two main factors: marbling (intramuscular fat) and maturity (the animal's age). Trained graders evaluate carcasses, usually at federally inspected plants, and assign a grade that signals expected eating quality and helps set price. This is separate from safety inspection or handling and processing steps, which relate to safety or logistics rather than quality grading.

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10. What information can NOT be found in CSR?

A. Customer address

B. Order history

C. Customer Phone

D. Personal Shoppers ID

CSRs are built to support and assist customers by having essential customer data at hand. The address and phone number are used to contact and verify the customer, while the order history shows what they've purchased, when, and any issues that may need follow-up. These pieces of information are directly tied to serving the customer and handling transactions. A Personal Shoppers ID, on the other hand, is an internal reference used to identify the staff member or shopper assisting a customer. It isn't information about the customer themselves and isn't typically stored in the customer's service record. So, this internal staff identifier does not belong in CSR.

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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://sormestore.examzify.com

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

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