SYSCO MARKET ASSOCIATE (MA) 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 step immediately after reviewing the cart during the Sysco Market ordering process?**

   A. Log in

   B. Confirm quantities

   C. Choose delivery window

   D. Receive confirmation

2. **Which category includes dairy products like milk and cheese?**

   A. Dairy

   B. Healthcare

   C. Meats

   D. Frozen

3. **What is the recommended approach to upselling that benefits the customer?**

   A. Suggest unrelated premium items to maximize sale.

   B. Pressure the customer to upgrade to pricier options.

   C. Suggest related products that complement the customer's original order based on their needs.

   D. Offer discounts on all items without considering needs.

4. **Which product category includes chemical and janitorial items?**

   A. Chemical and janitorial

   B. Supplies and Equipment

   C. Produce

   D. Dispenser Beverage

5. **Which keyboard shortcut switches to the History tab in SMX?**

   A. Ctrl+F

   B. Ctrl+O

   C. Shift+I

   D. Ctrl+H

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6. Which of the following is a best practice for in-store signage?

A. Use cluttered design and small text.

B. Include as many fonts as possible.

C. Clear messaging and legible fonts.

D. Place pricing text in a separate aisle.

7. If the selling price remains the same but the cost of goods increases, what happens to the gross margin percentage?

A. It increases

B. It decreases

C. It stays the same

D. It becomes negative

8. Can you have all three product goals at once?

A. Yes

B. No

C. Sometimes

D. Not defined

9. Which control number corresponds to SMX Chemical and Janitorial?

A. Control 2

B. Control 5

C. Control 7

D. Control 9

10. Which item in planning steps refers to the follow-up actions after the plan is approved?

A. Timeline

B. Resources

C. Potential next steps

D. Competitors

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Answers

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

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Explanations

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1. What is the step immediately after reviewing the cart during the Sysco Market ordering process?

A. Log in

B. Confirm quantities

C. Choose delivery window

D. Receive confirmation

The step right after reviewing the cart is selecting a delivery window. Once you've verified the items and quantities, you need to schedule when the delivery will occur. This timing step is essential for logistics, ensuring the order arrives when you're available to receive it and that the system can coordinate with drivers and routes. After choosing a delivery window, you would typically proceed to place the order and then receive the final confirmation. Log in happens at the start of the session, before you even reach the cart. Confirming quantities is part of the cart review itself, so it's usually done there rather than as a separate next step. Receiving the confirmation happens after the order is placed.

2. Which category includes dairy products like milk and cheese?

A. Dairy

B. Healthcare

C. Meats

D. Frozen

Dairy category encompasses products derived from milk, such as milk and cheese. This category groups all milk-based items so customers can find staples in one place, and it reflects common storage needs—refrigeration and careful handling due to perishability. In a market setting, labeling and shelving the dairy items together helps with quick shopping, inventory planning, and promotions. The other options describe unrelated groups: healthcare is medical supplies, meats are animal flesh products, and frozen items are kept in a frozen section; none of these fit the dairy items like milk and cheese.

3. What is the recommended approach to upselling that benefits the customer?

A. Suggest unrelated premium items to maximize sale.

B. Pressure the customer to upgrade to pricier options.

C. Suggest related products that complement the customer's original order based on their needs.

D. Offer discounts on all items without considering needs.

Upselling works best when it adds real value to the customer by fitting what they're trying to accomplish. The recommended approach is to suggest related products that complement the customer's original order based on their needs, so the extra item helps them complete their task more effectively. This shows you're listening and applying product knowledge to enhance their outcome, not just push more items. Unrelated premium suggestions can feel pushy and confuse the customer, which hurts trust. Pressuring someone to upgrade ignores their actual needs and budget, and blanket discounts without considering what would genuinely help can devalue the products and miss the point of helpful guidance.

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4. Which product category includes chemical and janitorial items?

A. Chemical and janitorial

B. Supplies and Equipment

C. Produce

D. Dispenser Beverage

This tests how product categories are organized by naming. The category that includes chemical and janitorial items is the one whose label literally matches those products, grouping cleaners, sanitizers, degreasers, bathroom and floor care, janitorial supplies, and related equipment under a single category. This makes it the natural home for chemical and janitorial items, distinguishing it from other categories like Produce (fruits and vegetables), Dispenser Beverage (beverage dispensing equipment), or Supplies and Equipment (a broader, less specific grouping).

5. Which keyboard shortcut switches to the History tab in SMX?

A. Ctrl+F

B. Ctrl+O

C. Shift+I

D. Ctrl+H

The key idea here is using keyboard shortcuts to switch to a specific tab quickly. In SMX, the shortcut pattern uses Ctrl plus the initial letter of the tab name. History starts with H, so Ctrl+H takes you directly to the History tab. The other options don't map to History: Ctrl+F typically opens a Find/Search function, Ctrl+O opens a file, and Shift+I isn't the standard shortcut for History in SMX. So Ctrl+H is the best choice for jumping to History.

6. Which of the following is a best practice for in-store signage?

A. Use cluttered design and small text.

B. Include as many fonts as possible.

C. Clear messaging and legible fonts.

D. Place pricing text in a separate aisle.

In-store signage works best when the message is clear and the typography is easy to read. Shoppers move quickly through aisles, so signs need to convey the main point at a glance. Use concise wording and choose a font size that remains legible from a reasonable distance, with high contrast between text and background to maximize readability. A clean, uncluttered layout helps the eye focus on the key information—whether it's a price, a promotion, or a directional cue. When a sign is cluttered or uses text that's too small, the information gets lost, and customers may miss the offer or misinterpret what's being promoted. Using too many fonts creates visual noise, making the sign look messy and harder to read. Pricing and other essential details should be presented clearly on the sign itself, ideally close to the product, so shoppers don't have to search for information in a different area. Because of these readability and clarity considerations, the best practice is clear messaging and legible fonts.

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7. If the selling price remains the same but the cost of goods increases, what happens to the gross margin percentage?

A. It increases

B. It decreases

C. It stays the same

D. It becomes negative

When you keep the selling price the same and increase the cost of goods sold, the gross margin percentage drops. That percentage is calculated as (Sales minus COGS) divided by Sales. With Sales constant, raising COGS lowers the gross profit while the denominator stays the same, so the ratio gets smaller. For example, if the price is 100 and COGS is 60, gross profit is 40 and the margin is 40%. If COGS rises to 70 while price stays 100, gross profit falls to 30 and the margin becomes 30%. That's a clear decrease. The margin would only become negative if COGS exceeded the selling price, which isn't stated here; the standard effect of a cost increase with constant price is a reduced margin.

8. Can you have all three product goals at once?

A. Yes

B. No

C. Sometimes

D. Not defined

In product development, three common goals compete: speed to market, cost, and quality (or value delivered). These form a triangle of constraints because resources are limited. You can optimize two of them, but trying to maximize all three at once leads to inevitable trade-offs in the third. For example, pushing for both rapid delivery and low cost often means some quality or scope is sacrificed; delivering top quality on a tight budget typically extends the timeline; and shipping quickly with high quality usually costs more. So, you can't have all three at once without compromising one of them. That's why the answer is that all three goals can't be achieved simultaneously.

9. Which control number corresponds to SMX Chemical and Janitorial?

A. Control 2

B. Control 5

C. Control 7

D. Control 9

Vendor control numbers uniquely identify suppliers in the Sysco MA system. Each vendor has a specific control number that ties together their contracts, pricing, and approvals. For SMX Chemical and Janitorial, that association is control number nine. When a task asks you to match SMX Chemical and Janitorial to a control number, select the one that corresponds to nine, because that is the official link in the vendor master. Using a different control number would point to a different supplier, which could cause mispricing, incorrect contract terms, and delays in processing. In practice, you can verify by pulling up the vendor record or the approved vendor list to confirm the exact code for SMX.

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10. Which item in planning steps refers to the follow-up actions after the plan is approved?

A. Timeline

B. Resources

C. Potential next steps

D. Competitors

When planning, the actions that come after approval are the follow-up steps you'll actually take to move from a signed plan to execution. This is captured by potential next steps, which describe the concrete actions, who will do them, and the sequence needed to implement the plan. Timeline tells you when those actions should happen, but not what the actions are. Resources identify what is needed to carry them out, not the actions themselves. Competitors are external factors that aren't about the internal follow-up actions after approval. So, naming potential next steps directly points to the immediate actions and responsibilities that bridge approval and execution.

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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://syscomarketassociate.examzify.com

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

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