

Amazon Driver Training Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	15

SAMPLE

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.

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!

Questions

SAMPLE

- 1. Which entity should you contact first if you cannot complete a delivery?**
 - A. Driver support**
 - B. SDS**
 - C. The customer**
 - D. Dispatch**

- 2. Which item is not part of the SMILE sequence?**
 - A. Check fuel level**
 - B. Safeway approach**
 - C. Match the address**
 - D. Identify a safe location**

- 3. Which term describes errors in work that should be corrected through process improvements?**
 - A. Coachable behavior incidents**
 - B. Violations**
 - C. Defects**
 - D. Rewards**

- 4. What should you do if you don't have an access code?**
 - A. Secure your vehicle at each and every stop**
 - B. Call driver support**
 - C. Ask the customer for access**
 - D. Leave the area**

- 5. The Level Three DOT inspection focuses on which items?**
 - A. The driver's license, medical certificate, hours of service, record of duty status, and seat belt**
 - B. The vehicle's tires, brakes, and lights**
 - C. The undercarriage and exhaust system**
 - D. The cargo weight and securing**

- 6. What is the top mistake delivery associates make when driving an Amazon vehicle for the first time?**
- A. They damage property and/or the vehicle**
 - B. They take too long and miss deliveries**
 - C. They forget their route sheets**
 - D. They use a mobile device while driving**
- 7. Which numbers represent the blind spots on Amazon vehicles?**
- A. 1,3,5,7**
 - B. 2,4,6,8**
 - C. 1,2,3,4**
 - D. 0,2,4,6**
- 8. If a delivery point appears to be more than seven van lengths away, what is recommended?**
- A. Using the driveway**
 - B. Back up slowly**
 - C. Pull over to the curb**
 - D. Call a supervisor**
- 9. What is the maximum driving hours in a 7-day period?**
- A. 60 hours**
 - B. 70 hours**
 - C. 50 hours**
 - D. 40 hours**
- 10. You must use me... even when on a flat road. What should you use?**
- A. Park brake**
 - B. Turn signal**
 - C. Seat belt**
 - D. Headlights**

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. Which entity should you contact first if you cannot complete a delivery?

- A. Driver support**
- B. SDS**
- C. The customer**
- D. Dispatch**

When you can't complete a delivery, the first move is to contact driver support. They're equipped to handle in-route issues, such as access problems, address discrepancies, or recipient-related obstacles, and they can guide you on the next steps right away. Driver support can also coordinate with dispatch to adjust the route, reschedule, or take actions that keep the delivery moving efficiently. They have the systems and authority to update status and communicate the plan, so you won't have to improvise or reach out to customers without a plan. SDS isn't related to delivery operations, so it wouldn't address the issue at hand. Reaching out to the customer directly before getting guidance can cause miscommunication or violate protocol, and dispatch typically comes into play after driver support has assessed the situation and provided direction.

2. Which item is not part of the SMILE sequence?

- A. Check fuel level**
- B. Safeway approach**
- C. Match the address**
- D. Identify a safe location**

SMILE is a sequence of actions you perform at the delivery stop to keep the interaction safe and accurate. Safeway approach fits as the first step because it describes approaching the delivery location in a careful, safe manner. Match the address fits as the next step, since confirming you're at the correct address ensures you're delivering to the right customer. Identify a safe location fits as well, since choosing a safe place to place the package or interact with the customer is a key on-site consideration. Check fuel level, while important for overall vehicle readiness, is a pre-trip or maintenance task done before or outside the on-site SMILE sequence. It isn't part of the steps you perform at the delivery location, which is why it's not included in SMILE.

3. Which term describes errors in work that should be corrected through process improvements?

- A. Coachable behavior incidents**
- B. Violations**
- C. Defects**
- D. Rewards**

Defects are errors in work or outputs that indicate a deviation from required standards. They should be addressed by improving the process that produced them, so the issue doesn't recur. This shifts focus from blaming individuals to strengthening procedures, training, or checks. In this context, when you spot an error, the corrective action is to fix the process to prevent future defects. The other terms describe things unrelated to work quality: coachable behavior incidents involve how a person behaves, violations are rule infractions, and rewards are incentives. Therefore, defects best describe errors in work needing process improvement.

4. What should you do if you don't have an access code?

- A. Secure your vehicle at each and every stop**
- B. Call driver support**
- C. Ask the customer for access**
- D. Leave the area**

When you don't have an access code, you can't safely complete entry to that location, so the priority becomes protecting yourself and your cargo. Securing your vehicle at each stop means locking up, keeping valuables out of sight, and staying with or near your vehicle until you know your next step. This reduces the risk of theft or damage and keeps you compliant with procedures that emphasize safety when access isn't granted. Asking the customer for access isn't appropriate without authorization, and leaving the area creates safety and accountability issues. If available, follow driver support guidance for the next steps after you've secured the vehicle, but the immediate action should be to secure the vehicle and move on with your route.

5. The Level Three DOT inspection focuses on which items?

- A. The driver's license, medical certificate, hours of service, record of duty status, and seat belt**
- B. The vehicle's tires, brakes, and lights**
- C. The undercarriage and exhaust system**
- D. The cargo weight and securing**

Level Three inspections test the driver's qualifications and regulatory compliance, not the vehicle's mechanical condition. In this inspection, the examiner verifies the driver's license, a current medical certificate, and proper hours-of-service records, including the record of duty status. The driver must also be in compliance with seat belt use. This is about legal eligibility to operate and documentation, not the truck's parts or how it's loaded. Items like tires, brakes, and lights; the undercarriage and exhaust; or cargo weight and securing all relate to vehicle condition or load safety and are handled in other inspection levels.

6. What is the top mistake delivery associates make when driving an Amazon vehicle for the first time?

- A. They damage property and/or the vehicle**
- B. They take too long and miss deliveries**
- C. They forget their route sheets**
- D. They use a mobile device while driving**

New drivers are still learning how to handle a larger delivery vehicle in real-world streets and tight delivery locations, so the most common and high-risk mistake is damage to property or the vehicle itself. The vehicle and surrounding property can be on the line in cramped driveways, loading docks, or near parked cars, and a small miscalculation in steering, clearance, or backing can lead to scrapes, dents, or more serious damage. Training emphasizes prevention and safe operation: doing a thorough pre-trip inspection, knowing the vehicle's dimensions, using spotters when backing, and staying focused to anticipate hazards. While other issues like taking longer than expected, missing route details, or driving while using a mobile device can occur, they don't carry the same immediate risk to people and equipment that property damage does for someone driving a vehicle for the first time.

7. Which numbers represent the blind spots on Amazon vehicles?

- A. 1,3,5,7**
- B. 2,4,6,8**
- C. 1,2,3,4**
- D. 0,2,4,6**

Blind spots are the areas around the vehicle that you cannot see with your mirrors alone. To stay safe, you must look over your shoulder to check these zones before moving, especially when backing up or changing lanes. In this diagram, the blind-spot areas are the four positions around the vehicle labeled with the numbers 1, 3, 5, and 7. These specific spots lie outside the normal field of view provided by mirrors, so they require a head turn to ensure there's no one in those zones. The other numbers correspond to areas you can see with your mirrors, so they aren't blind spots. Always perform a shoulder check for these regions before you maneuver.

8. If a delivery point appears to be more than seven van lengths away, what is recommended?

- A. Using the driveway**
- B. Back up slowly**
- C. Pull over to the curb**
- D. Call a supervisor**

Safety and efficiency come first when a delivery point is farther away. If the address looks more than seven van lengths out, using the driveway gives you a safe, legal place to park close to the home. That lets you unload from a stable position and walk a shorter distance to the door, while keeping the van out of the travel lane and reducing the risk of blocking traffic or creating hazards for pedestrians. It also avoids the dangers of backing up in traffic or forcing a long walk from a curbside spot. Calling a supervisor isn't needed for routine deliveries like this.

9. What is the maximum driving hours in a 7-day period?

- A. 60 hours**
- B. 70 hours**
- C. 50 hours**
- D. 40 hours**

In hours-of-service rules, a driver may accumulate up to 60 hours on duty in any consecutive 7 days. Driving time counts toward that total, and there's a separate daily limit of 11 hours for driving within a 14-hour work window, but you can't exceed 60 hours of on-duty time in a 7-day period. The 70 hours in 8 days option is for a different cycle, not a 7-day window. So, the maximum driving hours in a 7-day period is 60.

10. You must use me... even when on a flat road. What should you use?

- A. Park brake**
- B. Turn signal**
- C. Seat belt**
- D. Headlights**

The key idea here is keeping the vehicle from moving after you stop. The parking brake is designed to hold the car in place by locking the wheels, which is important even on flat pavement and when you're exiting the vehicle. It provides a separate hold from the regular brakes and transmission, reducing the chance of the car rolling if something shifts or if the main brakes aren't enough. Turn signals indicate your intention to move or change lanes, headlights help you see and be seen, and seat belts protect occupants while the vehicle is in motion. These serve other safety purposes and aren't used to keep a parked car from rolling.

SAMPLE

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://amazondrivertraining.examzify.com>

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

SAMPLE