

# Giant Eagle On boarding Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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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.

# 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

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- 1. What should you do if a register is malfunctioning or has a price discrepancy?**
  - A. Stop using it, alert a supervisor, and follow the store's POS issue protocol.**
  - B. Continue using it until end of shift.**
  - C. Offer a discount to cover the error.**
  - D. Log the issue after closing.**
  
- 2. If the scanned price does not match the shelf label, what should you do?**
  - A. Stop using the register, alert a supervisor, and follow the store's POS issue protocol.**
  - B. Offer the customer the shelf label price without checking.**
  - C. Ignore the discrepancy and proceed.**
  - D. Delete the item from the cart.**
  
- 3. Who is speaking in the standard GE Pharmacy phone greeting?**
  - A. A Pharmacist**
  - B. A Customer Service Representative**
  - C. A Pharmacy Technician**
  - D. A Nurse**
  
- 4. Which action aligns with OBRA practices?**
  - A. The pharmacist ignores when a patient asks questions**
  - B. The patient refuses to ask questions**
  - C. Do you have any questions for the pharmacist today?**
  - D. The pharmacist pressures for a quick sale**
  
- 5. How should coupons and promotions be processed to ensure policy compliance?**
  - A. Scan or enter promotional codes exactly as advertised and apply only valid coupons and discounts per policy.**
  - B. Guess which coupons the customer has and apply if convenient.**
  - C. Accept all coupons regardless of policy to close the sale.**
  - D. Reject all coupons and promotions.**

- 6. Which phrase represents the third step in the safety steps?**
- A. Respect the risk**
  - B. See it, own it**
  - C. Step up and speak out**
  - D. Report it to management**
- 7. Which of the following is NOT part of the root cause analysis process?**
- A. Document QRE or incident**
  - B. Blame individuals**
  - C. Investigate where the process broke down**
  - D. Communicate the findings with all team members**
- 8. If a customer reports a faulty item or requests a refund due to a quality issue, what steps should you take?**
- A. Deny the request and do nothing.**
  - B. Offer a generic apology and move on.**
  - C. Follow return policy, offer replacement or refund, and document the issue.**
  - D. Immediately replace the item without policy documentation.**
- 9. QREs stand for which of the following?**
- A. Quality related events**
  - B. Quality risk evaluations**
  - C. Quick response exercises**
  - D. Quality regulatory emissions**
- 10. Pickup 5 meaning**
- A. 30 minutes or less**
  - B. Pickup 5**
  - C. Next-day pickup**
  - D. Automatic refill**

## Answers

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

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## **Explanations**

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**1. What should you do if a register is malfunctioning or has a price discrepancy?**

**A. Stop using it, alert a supervisor, and follow the store's POS issue protocol.**

**B. Continue using it until end of shift.**

**C. Offer a discount to cover the error.**

**D. Log the issue after closing.**

When a register misbehaves or prices don't match, the priority is to protect accuracy and accountability. The right move is to stop using the faulty register, alert a supervisor immediately, and follow the store's POS issue protocol. This sequence ensures the problem is documented, the price is checked by someone authorized, and the proper corrective steps are taken before continuing sales. Continuing to use the register or finishing the shift without addressing the issue can lead to wrong totals and financial loss. Trying to discount the error sidesteps official controls and isn't appropriate. Logging the issue only after closing delays resolution and leaves customers potentially affected. Following the protocol keeps operations fair for customers and safe for the store.

**2. If the scanned price does not match the shelf label, what should you do?**

**A. Stop using the register, alert a supervisor, and follow the store's POS issue protocol.**

**B. Offer the customer the shelf label price without checking.**

**C. Ignore the discrepancy and proceed.**

**D. Delete the item from the cart.**

When a scanned price doesn't match the shelf label, the main idea is to stop the transaction and verify the price with someone who can authorize the correct amount. This protects both the customer and the store from charging the wrong price and keeps pricing accurate in the system. Why this approach is best: price discrepancies can happen for several reasons—out-of-date shelf labels, recent price changes, or scanning errors. By pausing the checkout and following the store's POS issue protocol, you ensure the correct price is confirmed and applied, and the incident is properly documented. Usually this means alerting a supervisor or manager, verifying the item's price in the POS system, and updating the price if needed. Why the other options don't fit: offering the label price without checking bypasses the verification step and could cause an incorrect charge. Ignoring the discrepancy or deleting the item from the cart leaves the underlying pricing issue unresolved and can lead to customer dissatisfaction or shopfloor loss.

### 3. Who is speaking in the standard GE Pharmacy phone greeting?

- A. A Pharmacist
- B. A Customer Service Representative
- C. A Pharmacy Technician**
- D. A Nurse

The greeting is spoken by the Pharmacy Technician. In Giant Eagle Pharmacy, front-line phone duties are handled by the technician, who introduces themselves and can gather basic information, take prescription details, answer routine questions, and decide if the call should be routed to a pharmacist. This setup keeps the workflow efficient: technicians handle the initial contact and common requests, while pharmacists handle clinical questions and final prescription decisions. Nurses aren't typically involved in the standard pharmacy phone greeting, and while customer service reps may handle some calls in other contexts, the pharmacy-specific greeting identifies the speaker as a Pharmacy Technician.

### 4. Which action aligns with OBRA practices?

- A. The pharmacist ignores when a patient asks questions
- B. The patient refuses to ask questions
- C. Do you have any questions for the pharmacist today?**
- D. The pharmacist pressures for a quick sale

OBRA practices emphasize helping patients understand how to use their medications through counseling and open dialogue. Inviting the patient to share questions with the pharmacist—asking, “Do you have any questions for the pharmacist today?”—creates the open, patient-centered conversation OBRA aims for. It signals that the pharmacist is available to explain how to take medications, address concerns, and confirm understanding, all of which promote safe and effective use. Actions that ignore patient questions, or that discourage the patient from asking questions, don't support that goal. Similarly, pressuring for a quick sale undermines the counseling relationship and safety focus OBRA promotes.

### 5. How should coupons and promotions be processed to ensure policy compliance?

- A. Scan or enter promotional codes exactly as advertised and apply only valid coupons and discounts per policy.**
- B. Guess which coupons the customer has and apply if convenient.
- C. Accept all coupons regardless of policy to close the sale.
- D. Reject all coupons and promotions.

Processing coupons and promotions in a way that follows the advertised terms and policy ensures every discount is legitimate and traceable. Scanning or entering promotional codes exactly as advertised applies the correct discount to the right items, respecting expiration dates, exclusions, stacking rules, and other eligibility requirements. This keeps pricing consistent with what the promotion promises, protects the store from policy violations, and helps prevent errors or fraud. When you apply only valid coupons and discounts per policy, you maintain accuracy at the register and keep customers confident in the savings they're receiving.

**6. Which phrase represents the third step in the safety steps?**

- A. Respect the risk**
- B. See it, own it**
- C. Step up and speak out**
- D. Report it to management**

The main idea is taking action when you notice a safety risk by speaking up. The phrase representing the third step, **Step up and speak out**, captures the moment you actively raise the concern with the appropriate people so immediate actions can be taken to protect everyone. After you see the risk and take personal ownership of addressing it, the next move is to bring it to attention—clearing the way for quick fixes, guidance, or additional help. This step sits before formal documentation or escalation to management, which typically comes later if needed. **Respect the risk** doesn't specify what to do, and **See it, own it** is about recognizing and taking responsibility, not the actual act of communicating the risk.

**7. Which of the following is NOT part of the root cause analysis process?**

- A. Document QRE or incident**
- B. Blame individuals**
- C. Investigate where the process broke down**
- D. Communicate the findings with all team members**

Root cause analysis looks at how a problem happened by examining the process and systems, not who is at fault. Documenting a QRE or incident is part of this because it creates a clear record of what occurred to support systematic analysis. Investigating where the process broke down helps reveal the steps, controls, or gaps that allowed the issue to occur, guiding targeted improvements. Communicating the findings with all team members is essential to share lessons learned and prevent recurrence. **Blaming individuals**, on the other hand, shifts focus away from the underlying system and undermines the goal of preventing future problems, so it is not part of the root cause analysis process.

**8. If a customer reports a faulty item or requests a refund due to a quality issue, what steps should you take?**

- A. Deny the request and do nothing.**
- B. Offer a generic apology and move on.**
- C. Follow return policy, offer replacement or refund, and document the issue.**
- D. Immediately replace the item without policy documentation.**

Handling a faulty item or refund request should be done according to the store's return policy, providing a replacement or refund and documenting the issue. Start by acknowledging the customer's concern and apologizing sincerely, then explain that you'll take care of it per policy. Check the policy for what qualifies for a replacement or refund, any time limits, and whether a receipt or proof is needed, and decide the appropriate remedy. Gather details from the customer (where/when purchased, proof of purchase if available, and a description or photos of the fault) and, if possible, inspect or keep the faulty item for records. Process the return in the system, offer a replacement or refund as allowed by policy, and confirm how and when the customer will receive it. Document the issue in the customer's file with the key details and actions taken so there's a clear record for follow-up and quality control. Update inventory as needed and, if this points to a recurring issue, flag it for the appropriate team. This approach protects the customer, maintains consistency with policy, and keeps operations transparent.

**9. QREs stand for which of the following?**

- A. Quality related events**
- B. Quality risk evaluations**
- C. Quick response exercises**
- D. Quality regulatory emissions**

QRE stands for Quality Related Event. In quality management, a QRE is any event that could affect the quality of a product or the way a process operates—things like deviations from specifications, out-of-tolerance results, supplier quality issues, or unusual incidents that might impact safety or regulatory compliance. Labeling something a QRE flags it for investigation and corrective action, so the issue can be contained and the root cause addressed to prevent recurrence. The other options describe different ideas—quality risk evaluations are about assessing risk, quick response exercises are drills for rapid action, and quality regulatory emissions isn't a standard term in this context.

**10. Pickup 5 meaning**

- A. 30 minutes or less**
- B. Pickup 5**
- C. Next-day pickup**
- D. Automatic refill**

Pickup 5 is the name of a specific pickup option in Giant Eagle's order-and-pickup system. It isn't describing a time frame or a refill; it's the label you select to use that particular pickup arrangement (often tied to a specific pickup window or station that the store has set up). The other choices describe different features—an ultra-fast pickup window, a next-day pickup option, or an automatic refill—none of which are the labeled pickup option shown as "Pickup 5." So the meaning is simply the exact option label you choose for your pickup.

## 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](mailto: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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