

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.

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. Which step in the steps of work design directly handles confirming data accuracy?**
 - A. order entry
 - B. will call
 - C. data verification
 - D. fill
- 2. Who should be alerted after a robbery?**
 - A. No one needs to be alerted
 - B. Store leader and pharmacy district leader
 - C. Only the police
 - D. All customers
- 3. Pickup 7 means**
 - A. Doctor sent
 - B. Next-day pickup
 - C. 30 min or less
 - D. Automatic refill
- 4. 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
- 5. In the welcome step, which rule is used?**
 - A. The 5/5 rule
 - B. The 10/4 rule is used during the welcome step
 - C. The 8/8 rule applies to service
 - D. The 3/3 rule for greetings
- 6. How should you assist a customer who cannot locate a product?**
 - A. Decline and tell them to search online themselves.
 - B. Offer to help locate it in the store, check inventory, or offer alternatives.
 - C. Tell them to come back later.
 - D. Suggest only online ordering.

7. Which entity is responsible for state pharmacy laws?

- A. State Board of Pharmacy
- B. FDA
- C. DEA
- D. HHS

8. What is the proper way to manage cash in the till during a shift?

- A. Keep cash organized in the till, avoid over/under, and report discrepancies immediately.
- B. Juggle cash between tills without counting.
- C. Count cash only at the end of the week.
- D. Hide cash in a safe place and do not report discrepancies.

9. Which step follows data verification in the steps of work design?

- A. order entry
- B. fill
- C. will call
- D. data entry

10. 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.

Answers

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

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Explanations

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1. Which step in the steps of work design directly handles confirming data accuracy?

- A. order entry
- B. will call
- C. data verification**
- D. fill

Data verification is the step that directly handles confirming data accuracy. It's the process of review and validation: checking that every field is correct, comparing entered information to source documents or system records, and catching discrepancies before the data is used to fulfill an order or drive a task. This focus on correctness is what makes it the best fit here—verification is specifically about ensuring accuracy, not just capturing data or moving to the next service step. For example, you'd verify customer name, address, item codes, quantities, and prices against the original order or catalog. If something doesn't match, you correct it before proceeding. Other steps are about data entry, communication with the customer, or completing the task, but they don't center on confirming correctness in the same way.

2. Who should be alerted after a robbery?

- A. No one needs to be alerted
- B. Store leader and pharmacy district leader
- C. Only the police
- D. All customers**

When danger is present, getting information out to everyone in the store quickly is the top priority. Alerting all customers helps ensure people know to seek safety, follow staff directions, and avoid the area where the incident is happening. Clear, broad communication reduces confusion, prevents unnecessary risk, and supports staff and authorities in managing the situation. Focusing only on leaders or only on the police can leave customers unaware and potentially endangered, and not telling anyone would ignore the immediate safety needs of guests and coworkers. So, informing all customers is the best approach.

3. Pickup 7 means

- A. Doctor sent
- B. Next-day pickup
- C. 30 min or less
- D. Automatic refill**

Pickup 7 is a label used in the pharmacy workflow to indicate an automatic refill. It means the prescription is set to be refilled on a schedule so the patient can pick it up without having to initiate a new request each time. This is about automating the refill process, not about who sent the prescription, nor about a specific pickup time window like next-day or within 30 minutes. So automatic refill best fits what Pickup 7 denotes.

4. 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.

5. In the welcome step, which rule is used?

- A. The 5/5 rule
- B. The 10/4 rule is used during the welcome step**
- C. The 8/8 rule applies to service
- D. The 3/3 rule for greetings

The welcome step is all about making a quick, friendly first contact and setting the pace for the guest experience. The 10/4 rule is used here because it provides a fast, clear cadence for that initial greeting and direction toward the next step. It ensures you acknowledge the guest promptly and guide them smoothly onward within a short, defined timeframe, which helps prevent delays and builds an attentive impression. Other rules target different parts of the interaction. A rule focused on greetings might specify how to acknowledge a guest, but the welcome step uses the 10/4 guideline to establish the overall timing and flow from the very first contact. Rules associated with ongoing service or longer interactions aren't what governs the welcome moment.

6. How should you assist a customer who cannot locate a product?

- A. Decline and tell them to search online themselves.
- B. Offer to help locate it in the store, check inventory, or offer alternatives.**
- C. Tell them to come back later.
- D. Suggest only online ordering.

When a customer can't locate a product, respond with proactive, customer-centered help. Start by acknowledging their need, then offer to locate the item in the store, check the inventory to see if it's in stock, and present practical alternatives if the exact item isn't available. This approach saves the customer time, shows attentiveness, and keeps the sale moving by guiding them to the right product or a suitable substitute, or arranging a possible order for pickup or delivery. Other options don't address the immediate need or help the customer efficiently, which can lead to frustration or a lost sale.

7. Which entity is responsible for state pharmacy laws?

A. State Board of Pharmacy

B. FDA

C. DEA

D. HHS

State pharmacy laws are set and enforced by the state's Board of Pharmacy, the regulatory body that licenses pharmacists and pharmacies and governs the practice within that state. They derive authority from state statutes and establish rules on dispensing, recordkeeping, compounding, and professional conduct. Federal agencies like the FDA, DEA, and HHS oversee nationwide drug safety, approval, and enforcement of controlled substances, but they do not write or enforce state-specific pharmacy laws. Therefore, the responsibility for state pharmacy laws lies with the State Board of Pharmacy.

8. What is the proper way to manage cash in the till during a shift?

A. Keep cash organized in the till, avoid over/under, and report discrepancies immediately.

B. Juggle cash between tills without counting.

C. Count cash only at the end of the week.

D. Hide cash in a safe place and do not report discrepancies.

Handling cash in the till is all about accuracy and accountability during the shift. Keeping cash organized means sorting bills and coins by denomination, keeping the till tidy, and ensuring the amount in the till matches what you should have from your sales and receipts. When you aim to avoid over or under, you're balancing the till so the expected total matches the actual cash, which helps catch mistakes or miscounts right away. Reporting discrepancies immediately follows because any difference should be documented and reviewed so the issue can be resolved quickly, whether it's a counting error, a mis-scanned sale, or something that needs investigation. This approach builds trust and prevents losses. If cash isn't counted or is shuffled between tills without a clear tally, errors accumulate and accountability becomes unclear. Waiting to count only at the end of the week can let small discrepancies slip by and make it harder to find where a problem started. Hiding cash or not reporting differences undermines integrity and can lead to larger losses and disciplinary action. By staying organized, balancing as you go, and reporting anything off right away, you keep the till accurate, protect the store, and support smooth customer service.

9. Which step follows data verification in the steps of work design?

A. order entry

B. fill

C. will call

D. data entry

The main idea is how a work process is sequenced: after you verify all the data for accuracy, the next action is to capture that information in the system so the order can be processed. Verifying data ensures everything is correct—patient details, drug, dosage, instructions, and other particulars—before you commit to acting on it. Entering the order into the system (order entry) is the step that formally records the verified information and starts the workflow for downstream tasks. Once the order is entered, the team can move on to filling the item and, later, contacting the customer for pickup (will call). The other options come later in the process: filling occurs after the order is entered, will call is a later notification step, and data entry is a broad term that would encompass entering data in general but doesn't specify the concrete workflow step used here.

10. 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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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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