

# Publix Associate Customer Success Manager (ACSM) Practice Test (Sample)

## Study Guide



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**SAMPLE**

## **Questions**

SAMPLE

- 1. What is the end time for a minor on a school week on a Friday?**
  - A. 12am**
  - B. 1am**
  - C. 2am**
  - D. 10:30pm**
- 2. For minors, what is the maximum number of hours they are allowed to work per day on a school week?**
  - A. 10 1/2**
  - B. 2 1/2**
  - C. 4 1/2**
  - D. 7**
- 3. What does the acronym TEAM stand for?**
  - A. Together Everyone Achieves More**
  - B. Teamwork Enhances All Missions**
  - C. Together Everyone Adapts More**
  - D. Team Efficiency and Management**
- 4. What is meant by 'integration' in money laundering?**
  - A. The stage where money is placed into financial systems**
  - B. The removal of money by the criminal organization after disguising it**
  - C. Monitoring transactions for legality**
  - D. Combining smaller amounts into a larger asset**
- 5. How late can a minor stay out on a Sunday night during a school week?**
  - A. 10pm**
  - B. 10:30pm**
  - C. 11pm**
  - D. 12am**

- 6. What is the total number of hours a mini-minor can work in a week during a school week?**
- A. 16**
  - B. 35**
  - C. 7**
  - D. 10 1/2**
- 7. Which factor is NOT considered a red flag in suspicious transactions?**
- A. Large cash payments without plausible cause**
  - B. Frequent changes in accounts and known locations**
  - C. Strict compliance with financial reporting**
  - D. Transactions that are inconsistent with customer profiles**
- 8. How many hours can a mini-minor work per day during a non-school week?**
- A. 2 1/2**
  - B. 4 1/2**
  - C. 7**
  - D. 10 1/2**
- 9. What is a sub department voucher?**
- A. A report of staffing hours**
  - B. A receipt for items purchased for store use**
  - C. A discount voucher for customers**
  - D. An inventory tracking document**
- 10. What is the start time for mini minors on a school week from Monday to Friday?**
- A. 2:00pm**
  - B. 3:00pm**
  - C. 4:00pm**
  - D. 5:00pm**

## **Answers**

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

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## **Explanations**

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**1. What is the end time for a minor on a school week on a Friday?**

- A. 12am**
- B. 1am**
- C. 2am**
- D. 10:30pm**

The end time for a minor on a school week, specifically on a Friday, is set to ensure that young individuals can get adequate rest before attending school the next day. The correct answer, which indicates 10:30pm, aligns with regulations that often limit the hours minors can be out on school nights, prioritizing their well-being and academic performance. In many regions, the curfew for minors during the school week is around 10pm to 11pm, reflecting the understanding that these hours are crucial for their rest and preparation for school. Therefore, 10:30pm serves as an appropriate and responsible end time on a Friday, allowing for a balance between social activities and the need for sleep. Other options, such as 12am, 1am, and 2am, fall outside the generally accepted curfews for minors on school nights, which can lead to potential negative consequences for their health and academic responsibilities.

**2. For minors, what is the maximum number of hours they are allowed to work per day on a school week?**

- A. 10 1/2**
- B. 2 1/2**
- C. 4 1/2**
- D. 7**

The correct choice reflects the regulations set forth concerning minors' work hours during school weeks, specifically designed to ensure that their education is prioritized. For minors, the legal maximum number of hours they can work in a single day during a school week is indeed limited to 4 hours. This regulation is in place to safeguard their well-being and ensure they have sufficient time for school and study. It is important to adhere to these labor laws to promote a balanced approach that allows minors to gain work experience without compromising their education. The other options do not align with the established legal limits and reflect misunderstandings of the rules governing youth employment.

### 3. What does the acronym TEAM stand for?

**A. Together Everyone Achieves More**

**B. Teamwork Enhances All Missions**

**C. Together Everyone Adapts More**

**D. Team Efficiency and Management**

The acronym TEAM stands for "Together Everyone Achieves More." This phrase emphasizes the importance of collaboration and unity in achieving common goals. It signifies that by working together and pooling individual strengths, team members can accomplish objectives that might be unattainable alone. This concept promotes a culture of cooperation, communication, and shared responsibility, which is essential in any organization, especially for customer success management. The other options, while related to teamwork, do not reflect the widely recognized and motivational meaning that "Together Everyone Achieves More" conveys. The correct answer not only encapsulates the spirit of collective effort but is also a mantra that many teams adopt to inspire and motivate members to contribute towards shared objectives.

### 4. What is meant by 'integration' in money laundering?

**A. The stage where money is placed into financial systems**

**B. The removal of money by the criminal organization after disguising it**

**C. Monitoring transactions for legality**

**D. Combining smaller amounts into a larger asset**

The concept of 'integration' in money laundering refers to the final stage where the illicit funds are blended back into the economy, making them appear legitimate. At this stage, the money has typically already undergone placement and layering, which are the earlier stages of laundering. During integration, the laundered funds are withdrawn or used to purchase assets, essentially reintroducing them into the financial system in a way that makes them seem as though they were obtained legally. This understanding of 'integration' is crucial in identifying how criminal organizations can effectively use illicitly gained money without raising suspicion. It is in this phase that the previously dirty money is connected to legitimate businesses or investments, thereby obscuring its criminal origin. Recognizing this stage helps law enforcement and financial institutions develop strategies to counteract money laundering activities.

**5. How late can a minor stay out on a Sunday night during a school week?**

- A. 10pm**
- B. 10:30pm**
- C. 11pm**
- D. 12am**

The appropriate answer regarding how late a minor can stay out on a Sunday night during a school week is typically 10:30 PM, which aligns with common curfew laws and guidelines in many jurisdictions aimed at ensuring the safety and well-being of minors. Curfews often reflect societal norms about when minors should be at home, particularly on school nights, to promote a healthy balance between social activities and academic responsibilities. 10:30 PM is a reasonable cut-off time that allows minors to engage in social activities while still emphasizing the importance of getting adequate rest before a school day. This approach supports their cognitive function and overall performance in school. Timing beyond 10:30 PM, such as 11 PM or midnight, would often be considered too late for minors during the school week as it may not allow for enough time to wind down and prepare for the next day's commitments. 10 PM, while a valid option, is often viewed as too early for many minors, reflecting the need for occasional later weekend activities within reasonable limits. Therefore, the selection of 10:30 PM as the answer demonstrates a balance between a minor's social life and the responsibilities expected of them as students.

**6. What is the total number of hours a mini-minor can work in a week during a school week?**

- A. 16**
- B. 35**
- C. 7**
- D. 10 1/2**

The total number of hours a mini-minor can work during a school week is 16 hours. This limit is designed to ensure that young workers, who are often balancing school responsibilities, do not exceed a manageable workload that could interfere with their education. Local labor laws and company policies typically aim to protect the well-being of minors by setting these boundaries. In the context of balancing education and work, the 16-hour limit allows for flexibility in scheduling while ensuring that students can maintain their academic commitments. This is particularly important during the school week when their primary focus should remain on their studies. The other choices reflect hours that either surpass this limit or are less than the standard allowance, which is why they do not align with established guidelines for mini-minors working during school weeks.

**7. Which factor is NOT considered a red flag in suspicious transactions?**

- A. Large cash payments without plausible cause**
- B. Frequent changes in accounts and known locations**
- C. Strict compliance with financial reporting**
- D. Transactions that are inconsistent with customer profiles**

The factor that is considered to be not a red flag in suspicious transactions is strict compliance with financial reporting. This is because strict compliance indicates that the financial transactions and reporting practices are being conducted in accordance with established regulations and standards. Financial institutions and regulatory bodies encourage such compliance as it reflects transparency, accountability, and adherence to legal obligations, thereby reducing the risk of fraudulent activities. In contrast, large cash payments without plausible cause, frequent changes in accounts and known locations, and transactions inconsistent with customer profiles are all indicators that may suggest suspicious activity. These behaviors often exhibit characteristics that could be associated with money laundering or other illicit financial practices, which heighten the need for vigilance in monitoring transactions. Understanding these distinctions is crucial in identifying and managing suspicious transactions effectively.

**8. How many hours can a mini-minor work per day during a non-school week?**

- A. 2 1/2**
- B. 4 1/2**
- C. 7**
- D. 10 1/2**

During a non-school week, a mini-minor can work up to seven hours per day. This regulation is designed to allow younger workers to gain experience while maintaining a balanced workload that aligns with their age and educational commitments. The seven-hour limit provides a reasonable amount of time for minors to engage in work activities without becoming overwhelmed, ensuring that they have time to rest and participate in other activities outside of work. This regulation reflects an understanding of the importance of promoting a healthy work-life balance for younger individuals.

**9. What is a sub department voucher?**

- A. A report of staffing hours**
- B. A receipt for items purchased for store use**
- C. A discount voucher for customers**
- D. An inventory tracking document**

A sub department voucher serves as a receipt for items purchased specifically for store use. This document is crucial for maintaining accurate records of expenditures and ensuring proper allocation of funds within different sub-departments of the store. Such vouchers help track purchases that directly benefit operations or support specific sections, allowing for effective budget management and accountability. Understanding how to utilize these vouchers is essential for the financial administration of the store and aids in the overall efficiency of operational processes.

**10. What is the start time for mini minors on a school week from Monday to Friday?**

**A. 2:00pm**

**B. 3:00pm**

**C. 4:00pm**

**D. 5:00pm**

The start time for mini minors on a school week from Monday to Friday being at 3:00 PM is significant because it aligns with the typical schedule of many schools, where students usually finish their classes in the early to mid-afternoon. This timing allows for a seamless transition for students who may be involved in after-school programs or needing time to travel home after school before they engage in mini minors activities. In this context, 3:00 PM serves as a practical and feasible start time to accommodate the schedules of both students and their families.