

PUBLIX ASSOCIATE CUSTOMER SUCCESS MANAGER (ACSM) PRACTICE TEST (SAMPLE) STUDY GUIDE



Prepare with structure. Pass with confidence



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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 does tare refer to in a retail context?**
 - A. The total weight of an item
 - B. The weight of the container holding random weight items
 - C. The price of a product
 - D. The discount applied to an item
- 2. Why is it essential to avoid leaving water on the floor while mopping?**
 - A. To prevent slips and falls
 - B. To ensure faster drying time
 - C. To maintain cleanliness
 - D. To save water
- 3. How many continuous hours are mini-minors allowed to work each day during a school week?**
 - A. 2 1/2
 - B. 4 1/2
 - C. 7
 - D. 10 1/2
- 4. What should a Customer Success Plan include?**
 - A. Vague goals and no metrics
 - B. Clear goals, action items, and metrics
 - C. Only timelines without specific actions
 - D. Just customer contact information
- 5. Who is prohibited from using the trash compactor?**
 - A. Employees with special training
 - B. Anyone under 18 years old
 - C. Part-time associates
 - D. Supervisors only
- 6. 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

- 7. How many hours per week can minors work during a school week?**
- A. 20 hours
 - B. 30 hours
 - C. 35 hours
 - D. 40 hours
- 8. Which report is specifically used for researching cash discrepancies?**
- A. POS Over/Short by Tender report
 - B. Accountability Activity Audit Report
 - C. Over the Limit report
 - D. TFCA report
- 9. What does the TFCA report summarize?**
- A. Employee work hours
 - B. Daily store financial activities
 - C. Product sales data
 - D. Customer complaint resolutions
- 10. What is a primary function of the scratch pad tool?**
- A. To monitor store inventory
 - B. To identify and balance error discrepancies
 - C. To calculate sales tax
 - D. To track employee attendance

Answers

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

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Explanations

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1. What does tare refer to in a retail context?

- A. The total weight of an item
- B. The weight of the container holding random weight items**
- C. The price of a product
- D. The discount applied to an item

In a retail context, tare specifically refers to the weight of the container that holds items being sold by weight, such as a bag or a box. When weighing items, it's important to account for the weight of the container itself to determine the net weight of the contents accurately. Taring allows customers and retailers alike to know the actual weight of the product without the influence of the container's weight. This ensures that customers are charged only for the product and not for the packaging. Understanding tare is crucial in ensuring accurate pricing and inventory management, particularly in scenarios where items are sold by weight. This method enhances transparency in transactions, fostering trust between the retailer and customers.

2. Why is it essential to avoid leaving water on the floor while mopping?

- A. To prevent slips and falls**
- B. To ensure faster drying time
- C. To maintain cleanliness
- D. To save water

Avoiding the accumulation of water on the floor while mopping is crucial primarily to prevent slips and falls. Wet floors can pose a significant safety hazard; individuals walking on them are at an increased risk of losing their footing, leading to accidents that can result in injuries. Ensuring that the floor is dry minimizes this risk, creating a safer environment for both customers and associates. While the other options touch on relevant points—such as improving drying time, maintaining cleanliness, and conserving water—the core reason for avoiding water on the floor centers on safety. Keeping floors dry is a fundamental aspect of workplace safety protocols, making it paramount in settings such as grocery stores where customer movement is high.

3. How many continuous hours are mini-minors allowed to work each day during a school week?

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

Mini-minors, typically referring to individuals under a certain age working in a job, are subject to specific regulations regarding their working hours, especially during school weeks. The correct choice indicates that mini-minors can work up to 2 1/2 continuous hours each day during a school week. This restriction is in place to ensure that their work does not interfere with their education and allows them to balance both responsibilities effectively. By limiting their work hours to this amount, it promotes a healthier work-life balance for young individuals, ensuring they have ample time for school, homework, and personal activities. The other options present longer working hours that would not align with the regulations governing mini-minors during school weeks, emphasizing the importance of protecting the well-being and educational commitments of younger workers.

4. What should a Customer Success Plan include?

- A. Vague goals and no metrics
- B. Clear goals, action items, and metrics**
- C. Only timelines without specific actions
- D. Just customer contact information

A Customer Success Plan is essential in guiding the relationship between a company and its customers. The inclusion of clear goals, action items, and metrics is crucial for several reasons. Clear goals provide a defined direction for both the customer and the service provider, ensuring that everyone understands the objectives of their collaboration. These objectives should be specific and measurable to enable progress tracking and ensure accountability. The action items outline the steps that need to be taken in order to achieve these goals, allowing both parties to know their responsibilities. This helps in keeping the engagement organized and ensures that necessary actions are taken in a timely manner. Metrics are also a vital component, as they allow for regular assessment of progress. By establishing measurable outcomes, the effectiveness of the initiatives can be evaluated, adjustments can be made if necessary, and success can be celebrated when targets are met. This structured approach towards customer success fosters a proactive and engaged relationship, ultimately leading to higher retention rates and customer satisfaction.

5. Who is prohibited from using the trash compactor?

- A. Employees with special training
- B. Anyone under 18 years old**
- C. Part-time associates
- D. Supervisors only

The prohibition against anyone under 18 years old using the trash compactor is rooted in safety regulations and labor laws that aim to protect younger workers from potential hazards. Trash compactors can present serious risks, including the danger of entrapment, equipment malfunctions, and exposure to heavy machinery operations. By establishing a minimum age requirement for operating such equipment, employers like Publix ensure that only individuals who are deemed capable of handling the associated risks safely can operate them. This aligns with broader workplace safety standards that prioritize the welfare of younger employees, ensuring they are only tasked with responsibilities suitable for their experience and maturity level. The other options may include individuals who could potentially be trained or authorized to use the compactor, but the main focus is on the legal restrictions that apply specifically to minors, making the choice regarding age the most appropriate and responsible one.

6. 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.

7. How many hours per week can minors work during a school week?

- A. 20 hours
- B. 30 hours
- C. 35 hours**
- D. 40 hours

During a school week, minors are typically limited to working a maximum of 20 hours per week. This restriction is in place to ensure that work does not interfere with their education. The focus of these regulations is to provide a balance that allows minors to gain work experience while still prioritizing their schooling. The rules surrounding youth employment can vary by state, but generally, during school weeks, the maximum number of hours is set at 20 to allow for adequate time to study and attend classes. Options that suggest higher limits, such as 30, 35, or 40 hours, exceed the legal requirements for minors working during school weeks and do not align with the objective of protecting their educational commitments.

8. Which report is specifically used for researching cash discrepancies?

- A. POS Over/Short by Tender report**
- B. Accountability Activity Audit Report
- C. Over the Limit report
- D. TFCA report

The POS Over/Short by Tender report is specifically designed to research cash discrepancies within a point-of-sale (POS) system. This report details the cash transactions processed and compares the expected amount against the actual cash taken in, allowing for the identification of overages and shortages in cash handling. It breaks down the discrepancies by type of payment tender, providing valuable insights into where discrepancies may be originating. By focusing on cash handling at the transaction level, this report helps managers and staff pinpoint issues related to cash management, which is essential for maintaining financial accuracy and accountability. It provides the necessary details to conduct further investigations if discrepancies arise, ensuring that any issues can be resolved efficiently. Other reports mentioned may serve different functions, such as auditing overall activity or tracking limits, but they do not specifically target cash discrepancy research as effectively as the POS Over/Short by Tender report does.

9. What does the TFCA report summarize?

- A. Employee work hours
- B. Daily store financial activities**
- C. Product sales data
- D. Customer complaint resolutions

The TFCA report summarizes daily store financial activities, providing insight into transactions that occur during a specific day. This report is critical for store management as it encompasses various financial metrics, such as revenue, expenditures, and overall profitability. By focusing on daily financial activities, it allows managers to make informed decisions that can directly impact the store's performance, including inventory management, staffing needs, and customer service improvements. Understanding daily financial activities is essential for maintaining operational efficiency and ensuring that the store meets its financial goals. While the other options touch on important aspects of store operations, they do not encapsulate the comprehensive financial overview that the TFCA report provides.

10. What is a primary function of the scratch pad tool?

- A. To monitor store inventory
- B. To identify and balance error discrepancies**
- C. To calculate sales tax
- D. To track employee attendance

The scratch pad tool is primarily used to identify and balance error discrepancies. This tool plays a crucial role in ensuring accuracy in various aspects of store operations by allowing associates to make quick calculations, record notes, and cross-reference data relevant to their tasks. By effectively identifying and addressing discrepancies, associates can maintain the integrity of the store's financials, inventory levels, and transactions. This function is essential for achieving operational efficiency and minimizing errors that could impact customer satisfaction and the overall success of the store. Other choices may serve important functions in their own right, but they do not align with the primary purpose of the scratch pad tool which is centered around addressing and balancing errors.

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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://publixacsm.examzify.com>

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

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