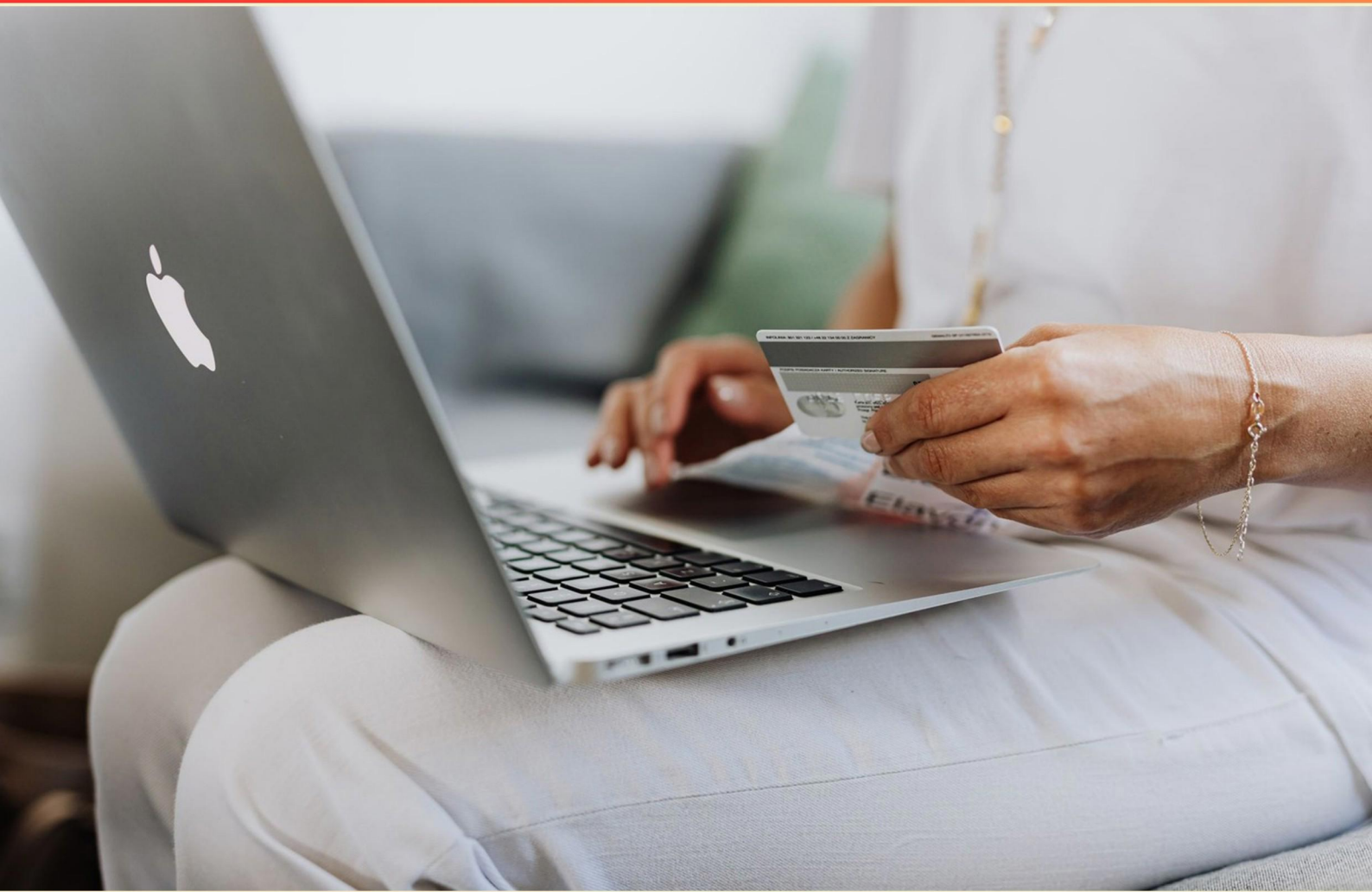


SCHOOL OF RETAIL MANAGEMENT (SORM) ESTORE PRACTICE TEST (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

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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 report provides a weekly hours snapshot?**
 - A. WTD actual and Projected Sales Report
 - B. Labor Percent
 - C. Time and Attendance Report
 - D. WFM eStore Scheduling Report
- 2. Which tab in Workforce is used to view Labor Forecast?**
 - A. RTA
 - B. WFM
 - C. Fin-Net
 - D. RWS
- 3. What group needs to complete Annual Food Safety training (Course Code #9011)?**
 - A. Leads
 - B. All Partners
 - C. eStore Managers
 - D. Specialist
- 4. Which behavior is considered zero tolerance under the workplace violence policy?**
 - A. Bullying
 - B. Procrastination
 - C. Quiet discussion
 - D. Punctuality
- 5. H-E-B grinds fresh meat a minimum of how many times per day?**
 - A. 2
 - B. 3
 - C. 5
 - D. 6

6. Which abbreviation stands for Average Order Value?

- A. AOV
- B. AOS
- C. AVI
- D. AIP

7. In the dynamic line schedule, what is the deadline for edits?

- A. Friday noon
- B. Wednesday noon
- C. Thursday 9pm
- D. Friday 9am

8. Which item makes a good substitute for an eye of round roast?

- A. Pork Loin
- B. NY Strip
- C. Chuck Roast
- D. Bottom Round Roast

9. What is the system called to determine the space on the cart for customer orders?

- A. WFM
- B. Cubing
- C. PYXIS
- D. Layout

10. Which abbreviation stands for Average Order Size?

- A. AOV
- B. AOS
- C. AVI
- D. AIP

Answers

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

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Explanations

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1. Which report provides a weekly hours snapshot?

A. WTD actual and Projected Sales Report

B. Labor Percent

C. Time and Attendance Report

D. WFM eStore Scheduling Report

The key idea here is finding a view that shows how the week is shaping up under both what has already occurred and what is expected to occur. In this system, the Week-To-Date (WTD) actual and projected sales report is built to give a weekly snapshot by comparing actual results so far with projections for the rest of the week. This alignment of past and expected performance lets you quickly gauge whether staffing and hours are likely to align with demand for the week, effectively providing a weekly hours snapshot within the broader sales context. Time and Attendance focuses on hours tied to individuals' attendance, scheduling shows planned shifts, and labor percent highlights cost efficiency, but the WTD actual and projected sales report combines weekly activity with forward-looking projections, making it the best fit for a weekly hours snapshot in this setup.

2. Which tab in Workforce is used to view Labor Forecast?

A. RTA

B. WFM

C. Fin-Net

D. RWS

The Labor Forecast view is found in the RWS tab, which is the part of Workforce focused on planning and scheduling for future staffing. This tab gathers forecasted demand data—like projected sales, foot traffic, and peak times—and translates it into required headcount and shift coverage. That forward-looking perspective makes it the right place to view how many staff are needed and when. Other tabs serve different purposes: Real-Time Analytics provides current performance data and alerts, Workforce Management covers day-to-day scheduling and task execution, and Fin-Net relates to financial networks or budget-related views. Those aren't built specifically to present future labor needs, which is why the RWS tab is the best fit for viewing Labor Forecast.

3. What group needs to complete Annual Food Safety training (Course Code #9011)?

A. Leads

B. All Partners

C. eStore Managers

D. Specialist

Annual Food Safety training ensures everyone involved in handling, preparation, or partnering with the store's food operations stays current on safe practices, contamination prevention, and regulatory requirements. The requirement is that all partners complete this training, so every person or organization connected to the eStore's food activities finishes the course, leaving no gaps in safety knowledge. The course code #9011 identifies this specific annual module, aiding tracking and compliance. While management or specialist roles may also engage with related trainings, the policy emphasizes including all partners to maintain consistent standards across the entire operation.

4. Which behavior is considered zero tolerance under the workplace violence policy?

- A. Bullying**
- B. Procrastination
- C. Quiet discussion
- D. Punctuality

Zero tolerance in workplace violence policies means certain behaviors are deemed unacceptable in any situation and trigger immediate discipline. Bullying fits this category because it involves repeated, intentional aggressive or intimidating conduct toward coworkers that creates a hostile or unsafe work environment. Even a single incident can be deemed serious in a zero-tolerance framework, leading to swift consequences. Procrastination is a performance issue, not violence. Quiet discussion reflects healthy communication, and punctuality is positive behavior. So the behavior that triggers zero tolerance here is bullying.

5. H-E-B grinds fresh meat a minimum of how many times per day?

- A. 2
- B. 3**
- C. 5
- D. 6

Regular grinding frequency directly affects freshness and safety of fresh-ground meat. Grinding at least three times per day keeps the product moving from fresh cuts into ground form promptly, which limits how long any batch sits as ground, preserves flavor and texture, and reduces the window for spoilage or bacterial growth. It also aligns with standard operating procedures that support timely usage and proper sanitation between grindings, helping prevent cross-contamination. Two times per day could leave some ground batches older than desired; grinding more often—five or six times—might be driven by demand but isn't the minimum requirement. The minimum standard to ensure consistently fresh, safe ground meat is three times per day.

6. Which abbreviation stands for Average Order Value?

- A. AOV**
- B. AOS
- C. AVI
- D. AIP

Average Order Value is a key retail metric that shows how much, on average, a customer spends per transaction. The abbreviation commonly used for this metric is AOV. This matters because tracking AOV helps gauge purchasing behavior and informs pricing, promotions, and upselling strategies. AOV is calculated by dividing total revenue by the number of orders, so if total revenue is \$5,000 from 125 orders, the AOV would be \$40. The other abbreviations listed aren't the standard shorthand for this metric in retail analytics, so they don't represent Average Order Value.

7. In the dynamic line schedule, what is the deadline for edits?

- A. Friday noon
- B. Wednesday noon
- C. Thursday 9pm
- D. Friday 9am**

In a dynamic line schedule, the edits deadline is Friday 9am. This fixed cut-off gives the scheduling team enough time to review any submitted changes, integrate them into the plan, and publish the updated lineup before the weekend. Submitting edits after this time would push them into the next update cycle, delaying the changes. The other times don't fit the standard cycle: Friday noon comes after the established Friday 9am cut-off, Wednesday noon falls in the middle of the week rather than at the weekly update point, and Thursday 9pm is outside normal processing hours and would delay updates to the next cycle.

8. Which item makes a good substitute for an eye of round roast?

- A. Pork Loin
- B. NY Strip
- C. Chuck Roast
- D. Bottom Round Roast**

When substituting for a lean beef roast, choose another cut that is similarly lean and suited to roasting. The bottom round roast fits this profile well—it's another lean cut from the rear leg with a texture and fat content similar to the eye of round, so it roasts and slices well without becoming too fatty or tough if cooked properly. The other options don't align as closely: pork loin is from a different animal and won't mimic beef flavors or texture; NY strip is more tender and marbled and is typically prepared as steaks rather than a roast; chuck roast has more connective tissue and fat, making it better for slow braising rather than a lean roast result.

9. What is the system called to determine the space on the cart for customer orders?

- A. WFM
- B. Cubing**
- C. PYXIS
- D. Layout

This question is about calculating how much physical space a customer order will take on a cart by using volume. The method you use here is cubing, which means determining the cubic space an item occupies (length times width times height) and then adding those volumes to see the total cart space needed. Cubing helps you plan how many items can fit on a cart, avoid overloading, and optimize packing for faster fulfillment. WFM refers to workforce management, which is about scheduling staff. PYXIS is an automated dispensing system, often for medications. Layout is about the arrangement of aisles or storage space in a store or warehouse. None of these directly describe calculating cart space by volume like cubing does.

10. Which abbreviation stands for Average Order Size?

- A. AOV
- B. AOS**
- C. AVI
- D. AIP

Average Order Size tells you how many items, on average, customers buy in each order. It's a count-based measure that helps you understand basket depth and plan inventory, bundling, and fulfillment. The abbreviation for this concept is AOS. You compute it by dividing the total number of items sold by the number of orders. For example, if you sold 1,000 items across 200 orders, the average order size would be 5 items per order. This is different from the monetary-focused metric Average Order Value (AOV), which tells you how much money, on average, is spent per order. The other abbreviations aren't standard for this size-focused concept.

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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://sormestore.examzify.com>

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

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