

Sysco Market Associate (MA) Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	15

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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 category uses Control 4?**
 - A. SMX Dairy**
 - B. SMX Meats**
 - C. SMX Seafood**
 - D. SMX Produce**

- 2. Which keyboard shortcut opens the Feedback tab in SMX?**
 - A. Shift+I**
 - B. Shift+F**
 - C. Ctrl+O**
 - D. Ctrl+T**

- 3. Which acronym represents territory planning and market coverage?**
 - A. Territory Program**
 - B. Sysco Market Express**
 - C. Global Food Safety Initiative**
 - D. Field Support Team**

- 4. Which keyboard shortcut switches to the History tab in SMX? (alternate phrasing)**
 - A. Shift+I**
 - B. Ctrl+H**
 - C. Ctrl+T**
 - D. Ctrl+F**

- 5. Which category covers seafood such as fish and shellfish?**
 - A. Seafood**
 - B. Poultry**
 - C. Frozen**
 - D. Canned and Dry**

- 6. Which item is NOT considered fresh produce?**
 - A. Healthcare**
 - B. Potatoes**
 - C. Lettuce**
 - D. Onions**

- 7. What is an appropriate escalation path for a critical order error?**
- A. Post about the issue on social media.**
 - B. Cancel the order without notifying the customer.**
 - C. Reassign the case to another team without informing the supervisor.**
 - D. Notify a supervisor, document the error, and communicate the resolution to the customer.**
- 8. Which Go to Market element defines the actions needed to reach customers?**
- A. What**
 - B. Who**
 - C. Cost**
 - D. How**
- 9. CBGP stands for?**
- A. Cost basis gross profit**
 - B. Commission based gross profit**
 - C. Corporate bulk gross profit**
 - D. Customer bonus gross profit**
- 10. TRP stands for which term?**
- A. Territory Program**
 - B. Global Food Safety Initiative**
 - C. Sysco Business Services**
 - D. Regional Sales Manager**

Answers

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

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Explanations

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1. Which category uses Control 4?

- A. SMX Dairy
- B. SMX Meats
- C. SMX Seafood**
- D. SMX Produce

Control codes organize items by category in Sysco Market Associate, with each category assigned a specific Control number to standardize tracking, ordering, and reporting. Control 4 is assigned to the Seafood category, which is why that category uses Control 4. This distinction helps handle seafood's unique sourcing, handling, and storage needs. The other categories—Dairy, Meats, and Produce—use different control numbers, so they do not use Control 4.

2. Which keyboard shortcut opens the Feedback tab in SMX?

- A. Shift+I
- B. Shift+F**
- C. Ctrl+O
- D. Ctrl+T

Keyboard shortcuts in SMX are designed to let you jump straight to key sections, like the Feedback tab, without using the mouse. The combo Shift+F opens the Feedback tab because the F stands for Feedback and using Shift helps distinguish this action from a plain F, making it easy to remember. This mapping keeps access fast and predictable when you're gathering or reviewing feedback. The other options rely on keys that typically map to different tasks (like opening something or opening a new tab) or use Ctrl, which is often tied to broader commands, so they wouldn't open the Feedback tab.

3. Which acronym represents territory planning and market coverage?

- A. Territory Program**
- B. Sysco Market Express
- C. Global Food Safety Initiative
- D. Field Support Team

Territory planning and market coverage are about organizing sales effort by clearly defined geographic areas so every part of the market is served efficiently and opportunities are matched with the right resources. The Territory Program fits this concept best because it codifies how territories are defined, who covers them, and how coverage is executed to maximize reach and balanced workload. In practice, it sets up the structure for assigning reps, guiding where and how to pursue customers, and ensuring consistent coverage across the market. The other options point to different areas—safety standards, support roles, or other tools—rather than the planning and coverage of sales territories.

4. Which keyboard shortcut switches to the History tab in SMX? (alternate phrasing)

- A. Shift+I
- B. Ctrl+H**
- C. Ctrl+T
- D. Ctrl+F

Ctrl+H is the shortcut to switch to the History tab. Using Ctrl with the H key follows a common pattern where the letter hints the feature name (History), and the Ctrl modifier triggers a quick navigation action. In many applications, Ctrl+H opens or focuses the history view, which is why this combo is the best fit for SMX. The other options don't map to History: Ctrl+T typically opens a new tab, Ctrl+F starts a search, and Shift+I isn't a standard history shortcut.

5. Which category covers seafood such as fish and shellfish?

- A. Seafood**
- B. Poultry
- C. Frozen
- D. Canned and Dry

Seafood is the category that covers seafood such as fish and shellfish because it groups all edible marine proteins together, making it easy to find items like salmon, shrimp, and clams. Poultry refers to birds such as chicken and turkey. Packaging terms like Frozen or Canned and Dry describe preservation or packaging methods, not the product type, even though the same fish or shellfish can be sold in those formats. Keeping fish and shellfish under the seafood category reflects their common source and culinary use, which is why this is the correct choice.

6. Which item is NOT considered fresh produce?

- A. Healthcare**
- B. Potatoes
- C. Lettuce
- D. Onions

Fresh produce comprises edible plant-based foods you buy in a fresh, perishable state. Potatoes, lettuce, and onions are classic examples because they're harvested crops kept in their fresh form. Healthcare does not fit this category because it isn't food—it's a non-edible service/sector. So healthcare is not considered fresh produce.

7. What is an appropriate escalation path for a critical order error?

- A. Post about the issue on social media.**
- B. Cancel the order without notifying the customer.**
- C. Reassign the case to another team without informing the supervisor.**
- D. Notify a supervisor, document the error, and communicate the resolution to the customer.**

The main idea is to handle a critical order error by involving the right authority, keeping a clear record, and keeping the customer informed. Notifying a supervisor ensures someone with decision-making power sees the issue promptly and can authorize the corrective actions needed. Documenting the error creates a traceable record you can reference for root-cause analysis and future prevention, which helps prevent recurrence. Communicating the resolution to the customer demonstrates accountability and keeps them updated, which preserves trust and satisfaction even when problems occur. This approach also avoids unprofessional or harmful responses, such as airing the issue on social media, canceling without telling the customer, or changing ownership without informing leadership. Following a formal escalation path with documentation and customer communication aligns with professional order-management practices and supports a timely, transparent resolution.

8. Which Go to Market element defines the actions needed to reach customers?

- A. What**
- B. Who**
- C. Cost**
- D. How**

Execution in a go-to-market plan focuses on the actions needed to reach customers. The How element defines the channel strategy, the marketing and sales tactics, partnerships, and the operational steps you'll use to connect with customers and deliver the offering. It translates the value you're delivering into concrete activities—where and how you'll reach people, how you'll persuade them, and how the product gets into their hands. This is the best answer because reaching customers isn't just about what you're selling, who you're targeting, or how much it costs to deliver; it's about the actual steps and methods you'll use to engage and convert them. The What describes the offering, the Who identifies the target segments, and the Cost covers pricing and the cost to serve. But the How ties everything together into the actionable plan that drives customer contact and adoption.

9. CBGP stands for?

- A. Cost basis gross profit
- B. Commission based gross profit**
- C. Corporate bulk gross profit
- D. Customer bonus gross profit

The main idea is understanding what CBGP represents in a sales and profitability context. CBGP stands for Commission Based Gross Profit—the portion of gross profit that is used to determine commissions for sales reps. Gross profit is revenue minus cost of goods sold, and in a commission-driven plan, only the profit eligible for commission payments (the CBGP) drives those incentives. This helps align a salesperson's earnings with the profitability of the deals they close, especially for high-margin opportunities that support meaningful commissions. The other phrases don't reflect this incentive-linked profit concept, so they don't fit as well.

10. TRP stands for which term?

- A. Territory Program**
- B. Global Food Safety Initiative
- C. Sysco Business Services
- D. Regional Sales Manager

TRP stands for Territory Program, a framework for organizing sales activity within a geographic territory. This approach helps plan coverage, allocate resources, set territory-specific targets, and measure performance for that area. Global Food Safety Initiative is a standards program for food safety, Sysco Business Services refers to a corporate function, and Regional Sales Manager is a job title—none of these fit the purpose of TRP in this context.

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://syscomarketassociate.examzify.com>

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

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