

Listening Activity. Choose the correct answers.

1. What is the name of Lisa's bakery?

- a) The Happy Cookie
- b) The Chocolate Spot
- c) The Sweet Spot
- d) Grandma's Place

2. Whose recipe inspired Lisa's business idea?

- a) Her mother's
- b) Her friend's
- c) Her daughter's
- d) Her grandmother's

3. What does Lisa do first every day to keep her business successful?

- a) Talk to customers.
- b) Say thank you.
- c) Bake early (fresh).
- d) Clean the kitchen.

4. When Lisa talks about the characteristic "Need," what does she mean?

- a) She needs money for her business.
- b) Her town did not have a good place to buy baked goods.
- c) Her customers need a quiet place to sit.
- d) She needs more employees to work.

5. When Lisa says she asks customers, "Is the cookie too sweet?" what activity is she doing?

- a) She is giving them free samples.
- b) She is taking their payment.
- c) She is asking for feedback (their opinion).
- d) She is teaching them how to bake.

6. Why is it important that Lisa always "smile and say thank you"?

- a) It makes the cookies taste better.
- b) It is good service, so people want to return.
- c) It helps her bake faster.
- d) It is a rule from the government.