

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.