



1. What did the customer say to get the employee's attention?
 Hello?
 Please help me.
 Excuse me.
2. How did the employee respond?
 Hi, how can I help you?
 What do you need?
 Hi, what can I do for you?
3. What **modal verb** does the customer use?
 Can
 Could
 Will
4. What is the customer trying to find?
 Blueberries
 Blackberries
 Strawberries
5. What kind?
 Fresh
 Frozen
6. Where can the customer find the product?
 Aisle 5
 Aisle 9
 The Produce section
7. How did the customer end the conversation?
 Thanks!
 Thank you!
 Thanks for your help!