



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!