DIRECTIONS: *Watch the video. Read the* questions *and type in the correct* letter or yes/no *in the box provided at the end of each question.*

1. **What does "facing" the item mean?**
   - **A. Look at the item**
   - **B. Put the item on the shelf with the front facing you.**
   - **C. The item is looking at you.**
2. **What does the term "conditioning" mean ?**
   - **a. Item in the shelf is pulled forward within reach.**
   - **b. Apply conditioner on the item.**
   - **c. The item has to be in good condition.**
3. **What can be the most difficult task?**
   - **a. Scanning the items.**
   - **b. Bagging the groceries.**
   - **c. Saying "hi" to customers.**

LIVEWORKSHEETS

4. **Should you ask the customer if they want paper or plastic?**
   a. **Yes**
   b. **No**
5. **Do not offer to carry groceries out to the customer's car.**
   a. **Yes**
   b. **No**
6. **Does bagging need patience and practice?**
   a. **Yes**
   b. **No**

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