

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.**

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**