

DIRECTIONS: Watch the video about learning how to be a cashier and the right way of bagging. Answer the questions by writing the correct letter or yes/no in the small square box after each question.

- 1. What is the first thing they say to each other?**
 - a. Where have you been?**
 - b. How are you?**
 - c. Why are you late?**
- 2. Are you allowed to use your cell phones?**
 - a. Yes**
 - b. No**
- 3. Are you allowed to wear nice pants?**
 - a. Yes**
 - b. No**
- 4. Are you allowed to use slippers?**
 - a. Yes**
 - b. No**
- 5. Are you allowed to eat while working?**
 - a. Yes**
 - b. No**
- 6. Can you wear sweat pants?**
 - a. Yes**
 - b. No**
- 7. In the beginning of your shift/work, what do you do first ?**
 - a. Sign in to use the cash register**
 - b. Take some money out of the cash register**
 - c. Open the cash register**

- 8. What is it in the product that you can scan?**
- a. Picture**
 - b. Letters**
 - c. Bar code**
- 9. What do you do with some produce, like fruits and vegetables to enter the price?**
- a. You scan the code**
 - b. You weigh and manually enter the code**
 - c. You skip them**
- 10. If the code doesn't work, what do you do?**
- a. Just skip it**
 - b. Put it straight in the bag**
 - c. Check for price and manually type it in**
- 11. If a person is buying alcohol, what should you check?**
- a. They're ID?**
 - b. They're social security number**
 - c. They're report card?**
- 12. If the customer buying alcohol says in his/her ID that he/she is 21 years old and up, what do you press on the register?**
- a. Void**
 - b. Decline**
 - c. Enter**
- 13. Where would you see how much change to give the customer?**
- a. On the screen**
 - b. On your phone**
 - c. On a piece of paper**
- 14. If a customer chooses to pay electronically, after entering the amount, what would you click on the screen?**
- a. Delete button**
 - b. EFT button**
 - c. Yes button**
- 15. How much is the maximum amount for cash back?**
- a. \$ 100.00**
 - b. \$ 10.00**

- c. \$ 50.00
- 16. For customers paying with food stamps, what should you click?
 - a. Total button
 - b. EBT button
 - c. Cash button
- 17. If customer wants his/her groceries delivered, you click on
 - a. Delivery
 - b. Pick-up
 - c. Wait
- 18. Do you have to charge for delivery?
 - a. Yes
 - b. No
- 19. If the total is \$100 and more, should you charge for delivery?
 - a. Yes
 - b. No
- 20. For returns, what should you ask the customer to give you?
 - a. Money
 - b. Receipt
 - c. Credit card
- 21. When bagging, whci do you put in the buttom of the bag first?
 - a. Light items
 - b. Heavy items
 - c. Fragile items
- 22. Should you put cold meat in a separate plastic bag?
 - a. Yes
 - b. No