

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 bottom 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**