

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