Listening Activity. Choose the correct answers.

1. **What is the name of Lisa's bakery?**
   a) The Happy Cookie
   b) The Chocolate Spot
   c) The Sweet Spot
   d) Grandma's Place

2. **Whose recipe inspired Lisa's business idea?**
   a) Her mother's
   b) Her friend's
   c) Her daughter's
   d) Her grandmother's

3. **What does Lisa do first every day to keep her business successful?**
   a) Talk to customers.
   b) Say thank you.
   c) Bake early (fresh).
   d) Clean the kitchen.

4. **When Lisa talks about the characteristic "Need," what does she mean?**
   a) She needs money for her business.
   b) Her town did not have a good place to buy baked goods.
   c) Her customers need a quiet place to sit.
   d) She needs more employees to work.

5. **When Lisa says she asks customers, "Is the cookie too sweet?" what activity is she doing?**
   a) She is giving them free samples.
   b) She is taking their payment.
   c) She is asking for feedback (their opinion).
   d) She is teaching them how to bake.

6. **Why is it important that Lisa always "smile and say thank you"?**
   a) It makes the cookies taste better.
   b) It is good service, so people want to return.
   c) It helps her bake faster.
   d) It is a rule from the government.

LIVEWORKSHEETS