**Resources:**

Read the following CBC article and watch the videos:

* <https://www.cbc.ca/news/canada/toronto/hsbc-introduces-pepper-the-robot-promising-fun-efficiency-and-job-growth-1.5261812>
* <https://www.bnnbloomberg.ca/technology/video/hsbc-branch-in-toronto-debuts-pepper-the-robot~1766043>
* <https://www.bttoronto.ca/videos/hsbcs-new-banking-robot/>

**Questions:**

Answer the following questions using the resources listed above. Submit your answers to GitHub.

1. Who is Pepper?
   1. Who does Pepper work for?
   2. What can Pepper do? can book appointments with bankers, offer information about products and services, give the weather forecast and even dance.
2. How is Pepper expected to help HSBC?
   1. List some general expectations.
      * to efficiency, customer service and even job growth.
   2. Provide a specific example.
      * Kids coming to the robot since their curious which makes the parent go to the bank. The robot attracts customers
3. How is Pepper and example of Artificial Intelligence? (Google Artificial Intelligence for a   
   definition of AI.)
   * + Pepper is an example for artificial intelligence because it is demonstrated by machines.
4. Why are some people concerned that AIs like Pepper will take away jobs from humans?
   1. List some general concerns.
      * People being unemployed and not being able to find jobs.
   2. Provide a specific example of a human job at HSBC that could be replaced by Pepper.
      * If the technology gets more advance maybe Pepper can replace a tellers job, the person who directly deals with customers.
      * They can advertise their bank by making Pepper stand outside and hand out flyers or talk to them
5. Why do some people say that AIs like Pepper will create better jobs for humans?
   1. Provide an example where Pepper may actually create more human jobs at HSBC.
      * Since Pepper attracts a lot of customers, maybe they would want to apply to work at the bank.
   2. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.
      * Pepper can make it very easy for customers who are new and want to know about the bank. Instead of flyers, Pepper is directly communicating with the customers.
6. Who do you believe, the people who say AIs will take away jobs or the people that say AIs will create better jobs? Justify your answer with specific examples.
   * + I think Als will take away jobs. Pepper can already ask questions, take information from clients, and even talk to them. Technology is evolving and getting better and better. I think it has the potential to take a way jobs and replace humans. An example would be, a cashier working in a store. I think they can replace the cashier with a robot and take away its job. Another example would be a school janitor. They can create a robot who cleans. I definitely think its going to take away jobs. Technology is advancing and it has come a long way.