



<https://www.youtube.com/watch?v=waE4wx35wgE>

1. True or False: The manager is the most important person in the business.

2. Is the customer dependent on us?

3. Fill in the blank: Terry is an instructor at \_\_\_\_\_ Learning Center.

4. Who owns a gas station convenience store?

5. What is not an interruption of our work?

6. True or False: Customers are doing us a favor by coming to our store.

7. Should you argue with customers?

8. What should you give every customer?

9. Fill in the blank: Customers are the \_\_\_\_\_ of the business.

10. What does the 'G' in "GUEST" approach stand for?

Notes:

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Name-Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SSS Name:

*...pathway to attaining the personal genius in you*