WORKSHEET 1

AT THE SUPERMARKET CHECKOUT



At the very front of the checkout line, a customer wants to pay, but she seems to have forgotten her credit card. The man at the back has to put up with a lot: he's had an intense day at work, the woman with the long brown hair is pushing in front of him, and now an inattentive woman is also pushing the shopping cart into his back. The lady pushing in front now shouts loudly, "Can't we open a second checkout here?" Everyone is annoyed, the situation is tense.

EXERCISES

Put yourself in the shoes of the man at the back. Play out ways he can make the situation easier for everyone. Write down bullet points in the three areas.

