

Self Service Checkout Role Play

1. What is the first instruction the bot gives to the elderly customer?

- A) Press the green "Start" button
- B) Scan the first item
- C) Insert the payment card
- D) Place items in the bagging area

2. How does the customer know their item was successfully scanned?

- A) The screen changes color
- B) A beep sound occurs
- C) The bot confirms it
- D) The light turns green

3. What should the customer do after scanning an item?

- A) Press the "Start" button
- B) Insert their payment card
- C) Put it in the bagging area
- D) Remove the item immediately

4. What does the bot suggest when the machine makes a strange sound?

- A) Call for assistance
- B) Cancel the transaction
- C) Scan it again
- D) Check the screen

5. When should the customer remove their payment card?

- A) Immediately after insertion
- B) When the screen changes
- C) After the machine beeps
- D) When the receipt prints

6. How does the elderly customer describe the bot's behavior?

- A) Helpful
- B) Patient
- C) Quick
- D) Efficient

7. What color is the scanning light mentioned in the conversation?

- A) Green
- B) Blue
- C) Yellow
- D) Red

8. What happens when the customer first presses the start button?

- A) Money is returned
- B) Items are counted
- C) Screen lights up
- D) Receipt prints out