

Questions for Chapter Four: Mobility Impairments True/False & Multiple Choice Quiz

1. Not all customers with mobility impairments will use a mobility device, such as a wheelchair, cane, crutches, walker, etc. TRUE or FALSE (Circle one or answer below)

Answer: _____

2. If you observe a customer with a mobility device waiting in a long line to complete their transaction what would be appropriate for you to do?

- a. Ask them if they want to go to the front of the line
- b. Leave them alone
- c. Ask them if you can assist them
- d. a & c
- e. None of the above

Answer: _____

3. If a customer who is using a cane, walker, or other mobility device brings multiple items to the cashier they may need WHAT?

- a. Help adding up their bill
- b. Help fixing their device
- c. Help bringing items to the cashier
- d. None of the above

Answer: _____

4. If you offer to help a disabled customer and they refuse your assistance, you should respect their request and leave them alone. TRUE or FALSE (Circle one or answer below)

Answer: _____

PREVIEW