

The person might be an employee if they are:

- ☐ Wearing a uniform
- ☐ Wearing a nametag
- ☐ Behind a register, work counter, or podium
- ☐ Asking me, *"Can I help you?"*

**Is the employee:**

- ☐ Talking on the phone
- ☐ Talking to a customer
- ☐ Talking to another employee
- ☐ Helping people who are standing in line?
- ☐ Asking me to wait

If I check ANY of these boxes, I need to WAIT for the employee to finish what s/he is doing. If there is a line of customers, I should wait in line.