

Exercises

1. “The customer is always right” expresses a common policy in the business world. How does this policy help businesses to succeed?
2. Why do you think Jerry was so strict about who handled the money for the customers’ subscriptions?
3. Give two ways in which Anthony rationalized taking twenty dollars out of Helmut’s bag. Why was it still wrong for him to do it?
4. Why did Jerry think something was “shady” about Helmut’s actions?
5. What makes it the most evident that Anthony was a sensitive boy? Give one other detail that also shows this.
6. Jerry offered to let Anthony wait until the next payday, if necessary, to pay back the missing money. For what two reasons was he so generous?