Teacher Answer Key

Case Study

1. Supervisor roles require problem-solving, managing a crew, and handling upset customers — exactly the kinds of tasks the reading identifies as difficult to automate. Register work is routine and transactional, precisely the type AI and kiosks can replace. Tyler's role requires judgment and interpersonal skills; his friends' roles primarily required following a predictable, repetitive process.

2. Tyler's path — starting on the fryer, moving to the counter, earning promotion to supervisor — illustrates the reading's argument that entry-level jobs are valuable as a launching point for building skills and advancing. He didn't stay in the most routine role; he built toward positions that require more judgment, and those positions proved more secure.

Multiple Choice

1. C

2. A

3. D

Matching

1-D, 2-A, 3-E, 4-B, 5-C

Fill-in-the-Blank

1) weight, 2) out-of-stock, 3) durable

Short Answer (Sample Responses)

Q1: Human attendants are still needed to handle errors when items don't scan correctly, verify ages for alcohol purchases, and assist confused customers. This shows that automation typically handles the high-volume routine tasks while pushing human workers toward the exception cases — the unpredictable situations that require judgment.

Q2: The technology is expensive to build and maintain, and Amazon Go stores serve a limited customer profile in urban locations. This suggests that economics, customer behavior, and scalability constraints can slow automation adoption even when the technology itself works — real-world deployment is harder than lab conditions.

Q3: It means that the goal shouldn't be to protect a specific entry-level job but to use it as a foundation for developing skills and building toward roles that involve more judgment, supervision, and human interaction. Someone who enters food

service thinking 'this is my career forever' is more vulnerable than someone who treats it as step one of a path toward management or specialization.