

## YEAR 9 A/E - BUSINESS

WEEK 9 (25<sup>th</sup> October to 28<sup>th</sup> October, 2020)

**Blended Learning, Distance Learning**

**All intimation will be sent to the students through Google Classroom, Zoom.**

**Topic 1.2: Spotting a business opportunity**

**Lesson 4 : Customer Needs**

Learning Objectives:

- To list the four main customer needs that businesses have to meet
- To explore how entrepreneurs spot a business opportunity
- To discuss the importance of customer service as part of meeting customer needs

Lesson Outcome:

- Students will be able to outline the four main customer needs that businesses have to meet
- Students will be able to describe how entrepreneurs spot a business opportunity.
- Students will be able to explain the importance of customer service as a part of meeting customer needs

**Girls**

<b>Sunday – 4<sup>th</sup> Period</b> <b>(AE) – zoom</b> <b>9:50 – 10:25</b>	Zoom link in classroom Teacher input & activity Introduction to the topic –students will do the strengthen questions which will cover the identification of the main customer needs, forms of customer service etc on page 35 through a discussion where each student will contribute in part to the questions given Home work- Challenge question C1
<b>Tuesday –3&amp; 4th period</b> <b>(AE) – 3<sup>rd</sup> zoom 2</b> <b>8:55-9:35</b> <b>4<sup>th</sup> GC</b> <b>9:35 – 10:15</b>	Zoom – link sent on GC <i>Teacher Input &amp; Activity:</i> Teacher will post in GC an activity on understanding customer needs which will be done by the students and guided by the teacher. <i>Homework –Past paper questions</i>  <i>GC – Students will do activities posted on GC</i> <i>Resources: Device, textbook, GC, Bitesize, Videos</i>

## YEAR 9 B/C/F - BUSINESS

WEEK 9 (25<sup>th</sup> October to 28<sup>th</sup> October, 2020)

Blended Learning, Distance Learning

All intimation will be sent to the students through Google Classroom, Zoom.

### Topic 1.2: Spotting a business opportunity

#### Lesson 4 : Customer Needs

Learning Objectives:

- To list the four main customer needs that businesses have to meet
- To explore how entrepreneurs spot a business opportunity
- To discuss the importance of customer service as part of meeting customer needs

Lesson Outcome:

- Students will be able to outline the four main customer needs that businesses have to meet
- Students will be able to describe how entrepreneurs spot a business opportunity.
- Students will be able to explain the importance of customer service as a part of meeting customer needs

#### Boys

<b>Sunday Boys</b>  <b>8<sup>th</sup> period</b> <b>(BCF) – zoom</b> <b>12:40 – 1:20</b>	Zoom link in classroom Teacher input & activity Introduction to the topic –students will do the strengthen questions whichwill cover the identification of the main customer needs, forms of customer serviceetc on page 35 through a discussion where each student will contribute in part to the questions given Home work- Challenge question C1
<b>Thursday – 5<sup>th</sup> and 6<sup>th</sup> period (BCF)</b>  <b>5<sup>th</sup> zoom 2</b>  <b>10:10 – 10:50</b>  <b>6<sup>th</sup> period GC</b>  <b>10:50 – 11:25</b>	Zoom – link sent on GC <i>Teacher Input &amp; Activity:</i> Teacher will post in GC an activity on understanding customer needs which will be done by the students and guided by the teacher. <i>Homework –Past paper questions</i>  <i>GC – Students will do activities posted on GC</i> <i>Resources: Device, textbook, GC, Bitesize, Videos</i>  <b>HOLIDAY - ABOVE WORK WILL BE GIVEN AS HOMEWORK</b>