

YEAR 9 DE - BUSINESS

WEEK 9 (25th October to 28th October, 2020)

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
- Describe how entrepreneurs spot a business opportunity.
- Explain the importance of customer service as a part of meeting customer needs

Sunday – 25/10/20 4th Period - Zoom	<i>Teacher input & activity</i> <ul style="list-style-type: none">● 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 <i>Activity:- Challenge question C1</i> <i>Resources: Device, textbook, GC, Bitesize, Videos</i>
Tuesday – 27/10/20 3rd Period – Zoom	<i>Teacher Input & Activity:</i> <ul style="list-style-type: none">● Teacher will post in GC an activity on understanding customer needs which will be done by the students and guided by the teacher. <i>Activity:–Past paper questions</i> <i>Resources: Device, textbook, GC, Bitesize, Videos</i>
4th period - GC	<i>Teacher Input & Activity:</i> <ul style="list-style-type: none">● <i>Students will do activities posted on GC</i>● <i>Resources: Device, textbook, GC, Bitesize, Videos</i>