

Year 8 Business Revision Pack

1. Write in your own words the meaning of retail and give five examples.

BIG SALE

2. Describe the following retail stores, give an example of each and give 5 products they sell;
- a. Specialist Chain Store



- b. Supermarket

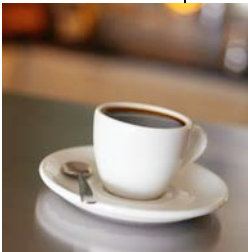


- c. On line Business



3. You have been invited to a birthday meal at a five star restaurant;
What do you expect from the restaurant in terms of;

- a. Service
- b. Food
- c. Waiters
- d. Seating Area
- e. Ambience
- f. Price.



4. List 5 customer services a business such as Asda offers - which will cost them money but is free to the customers and explain each one.



5. You have bought a Play station 3 Game from HMV costing £45, you took it home and found that it does not work! Describe in your own words the returns policy and what you would need to do.



Activity 1 Fill in the Words

Name:

Communication

Communicating involves _____ on _____ to, or receiving it from, somebody else. To be successful a business relies on this process being very _____. What might happen if this process is not handled properly?



- _____ items may be delivered to customers
- Deliveries on the wrong date or to the wrong _____
- Staff using incorrect data when making _____
- Staff _____ each other

Passing	Wrong	Misunderstanding
Address Information	Decisions	Efficient

Different Methods Of Communication

Some methods of passing on information involve _____ it down. Other methods use the _____ word (sometimes known as oral methods). _____ can also be used to _____ (fax or email) whole documents to people immediately.

The method you decide to use often depends on:

- The _____ of the information
- Whether you _____ to keep a written record e.g. a receipt proves a bill has been paid
- How quick this information is needed to be passed on e.g. oral communication is often _____
- Who will receive the information e.g. a _____ would not be happy with a scribbled note; it would be better to send a letter
- Whether the message is for somebody _____ the organisation or for someone outside e.g. a memo is only used inside the organisation



Spoken Importance	Quickest	Send	Customer
Need Telecommunications	Writing Inside		

Changes in communication - Unscramble the words

A business is made up of individuals each with their own mmocunicatino needs. The different thodsme or means of communication have changed dramatically recently because of adcesvan in information technology (IT)

Two examples of this are:

- Electronic mail or (e-mail) is much fstaer than ordinary mlai.
- Video conferencing provides visual feedback to pheno calls and removes the need to travel to meetings.

Match the communication equipment terms (on the right) with the definitions on the left.



1. A machine which sends images (letters, pictures, plans) to another place using the telephone lines.	Memo
2. With the right software a personal computer can do a variety of tasks	Telephone
3. A network of computers worldwide which provides electronic mail (e-mail) facilities and information	Facsimile (Fax)
4. A very significant communication resource. Allows customers to contact you directly and you to contact people internally and externally to your business.	Video conferencing
5. Can be used for accounting Databases can hold information about products, customers and stock levels	Internet
6. Can be used to produce documents such as letters or order forms	Word processing
7. Special cameras can send sound and pictures from one location to another so that business people can conduct a live meeting with colleagues who are many miles away.	PC
8. Letters sent to people within the organisation. Can be formal or informal.	Spreadsheets

