

Teaching and Learning Content: Business Studies Year Group: 10

Autumn Term

Unit 11: Customer relations in Business

Key Questions:

- What types of different customers exist?
- How do the needs of different customers differ?
- What are the benefits of providing good customer service to customers?
- What are the benefits of providing good customer service to employers?
- What are the benefits of providing good customer service to a business?
- How can interpersonal, presentational and communication skills impact on levels of customer service?
- How important is delivering consistent customer service to a business?
- How can monitoring and evaluating methods, improve levels of customer service?
- How could customer service be changed or improved in the future?

Students will:

- **Students will know how customer service is provided in business**
- **Students will be able to apply appropriate presentation and interpersonal skills in customer service situations.**
- **Students will understand how consistent and reliable customer service contributes to customer satisfaction.**
- **Students will know how to monitor and evaluate customer service within an organisation.**

Spring Term

Unit 20: Managing Personal finances

Key Questions:

- What ways can you manage and record personal finance?
- Explain reasons for making budgetary decisions?
- Why do you choose to spend your money, the way you do?
- What advice is available for managing finance?
- What are the best current accounts available?
- What are the best savings accounts available?
- What should be included in a personal budget?

Students will:

- **Understand different ways to manage personal finance**
- **Students will be aware of the pros and cons of different financial products and services.**
- **Students will be able to produce a personal budget, which highlights personal remuneration and expenditure.**
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Summer term

Unit 1: Business Purposes

Key Questions:

- What different purposes exist for business?
- What are the different types of business ownership?
- How can a business respond to changes in the business environment?
- How does the size and scale of a business affect its activities?
- What is the difference between local and national businesses?
- How are businesses classified differently?
- How can Government impact on the activities of a business?

Students will:

- **Students will understand the purpose and ownership of business.**
- **Students will understand the business context in which organisations operate.**

Suggested resources to support your child's learning:

Assignment briefs on the portal

PowerPoint presentations (guidance) on the portal

www.businessstudiesonline.com

www.tesco.com

www.hsbc.co.uk (other banks)

www.businesslink.com

www.bbc.co.uk

www.bized.co.uk