

Goods and Services

1. Fill in the blanks.

Businesses try to sell us goods and services. _____ are physical things i.e. you can touch and feel them. _____ are non-physical things i.e. you cannot touch them. Because services are usually provided face-to-face, staff training and morale has an immediate impact on the _____. By contrast, as we eat a Mars Bar it doesn't matter to us whether the factory worker was pleasant or grumpy.

Choose from: customer, services, goods

2. Match Up

From the list below identify whether the businesses sell goods or services (cross out the wrong answer)

- 2.1 Christine's Hair Salon goods/services
- 2.2 Toyota goods/services
- 2.3 Philip's Car Wash goods/services
- 2.4 Virgin Trains goods/services
- 2.5 Nokia goods/services
- 2.6 Coca-Cola goods/services

3. Answer the questions that follow:

3.1 There are two types of goods: consumer goods and producer goods. Explain the difference.

3.2 Below is a list of products. Identify which are a) consumer goods and b) producer goods. Circle a) or b)

- i) a tractor a) b)
- ii) a tin of soup a) b)
- iii) an industrial drill a) b)
- iv) steel a) b)
- v) a pair of trainers a) b)
- vi) a tumble dryer a) b)
- vii) a bicycle a) b)
- viii) a Boeing 747 (jumbo) jet a) b)
- ix) a factory a) b)
- x) cat food a) b)

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4. Unscramble the tiles to reveal a message about different types of goods and services

T	P	E	S	U	S	E	G	O	O	H	E	N	D	T	H	E	O	O	D
U	S	E	Y	P	E	D	U	S	O	T	Y	T	W	R	G	L	E		
S	A	P	R	O	E	R	O	T	R	A	B	O	R	O	N	S	E	S	
T	W	O	D	U	C	L	E	F	C	A	R	R	E	U	M	E	I	N	G
D	S	.	.	A	R	E													

46. ANSWERS – Goods and Services

1. goods ... services ... customer

2.

2.1 service

2.2 good

2.3 service

2.4 service

2.5 good

2.6 good

3.1 Consumer goods are goods bought for personal or household use. They are sold to people rather than other businesses. Producer goods are goods, such as raw materials and tools, used to make consumer goods.

3.2

i) b

ii) a

iii) b

iv) b

v) a

vi) a

vii) a

viii) b

ix) b

x) a

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4. There are two types of consumer goods and producer goods. The two types are single use or durable use.

NB THIS WILL PROBABLY REQUIRE A LOT OF PROMPTING FROM THE MEMBER OF STAFF.