

Enterprise TROOPERS

Primary School Competition



Lower Primary

Activity 9: How do we deal with customers?

Learning Objective

To develop skills in selling their product or service.

Entrepreneurship Characteristics

Attitude

- Self-confidence

Relationships

- Communication
- Working with others
- Negotiation, persuasion and influence

Learning activities

Discuss with the pupils the importance of selling their product/service.

Encourage pupils to think about the questions they would ask if they were the customer e.g.

- *“How much does it cost?”*
- *“How does it work?”*

Using role-play, ask pupils to work in pairs to practice how they would speak to and serve a customer.

Introduce in simple terms the idea of finance for their project. Discuss with the pupils what they need to record and how they will record their project's finances e.g.

- How many products have we made?
- How much does each product cost to make?
- How much will we sell each product for?
- Will we need to ask the Head Teacher for a small loan?

Pupils design and make price tags and signs for their product/service and decide on the layout of their stall etc.

Activity 9:

How do we deal with customers?

Lower Primary

Learning outcome

Pupils will be able to carry out a simple task in co-operation with others and make positive contributions.

Resources needed

- ICT



Curriculum for Wales

1. Areas of Learning and Experience

Expressive Arts

- Creating combines skills and knowledge, drawing on the senses, inspiration and imagination.



2. Cross-Curricular Skills

Literacy

Speaking

- Collaborative talk
- Questioning



Listening

- Listening to understand
- Listening as part of collaborative talk

Numeracy

- Financial literacy

