

# Enterprise TROOPERS

Primary School Competition



Foundation Phase

## 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 a 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 play "shop" and practice how they would speak to and serve a customer.

Introduce in simple terms the idea of finance. 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?

Pupils design and make price tags/notices and decide on the layout of their stall etc.

# Activity 9: How do we deal with customers?

## Foundation Phase

### Learning outcome

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

### Resources needed

- ICT

### Curricular links

#### 1. Foundation Phase Framework for Children's Learning

##### Mathematical Development

Understand and use money:

- Develop an awareness of the use of money and its value, initially through role play;
- Recognise, sort and use coins; find totals, and give change.

#### 2. Literacy and Numeracy Framework

##### Literacy – Oracy across the curriculum

- Collaboration and discussion.

##### Numeracy – Using number skills

Manage money e.g.

- Use different combinations of money to pay for items up to £1;
- Find totals and give change from multiples of 10p.

