

	Half Term	Year 10
Autumn Term 2023	1	<u>Unit 1</u> Introduction to retail business <ul style="list-style-type: none"> • Types of retail business activity • Types of retail business ownership • The different scales of retail business Using data and recommending solutions to retail business issues
	2	<u>Unit 1</u> Introduction to retail business <ul style="list-style-type: none"> • The aims of retail business • Functional areas of retail business • The supply chain of retail business Using data and recommending solutions to retail business issues
Spring Term 2024	3	<u>Unit 1</u> The retail business environment <ul style="list-style-type: none"> • The competitive environment • The dynamic business environment • The location of retail business • External factors and retail business • Seasonality and retail business
	4	<u>Unit 2</u> Introduction to customer service <ul style="list-style-type: none"> • The importance of customer service to retail business • The features of good customer service • The principles of good customer service • The situations in which retail business interact with customers • Online customer service
	5	<u>Unit 2</u>

Summer Term 2024		Meeting customer expectations <ul style="list-style-type: none">• Types of retail customers• The expectations of different types of retail customers• How retail businesses meet the expectations of different types of customers
	6	<u>Unit 2</u> Investigate customer experiences in retail businesses- Controlled assessment