

Key Vocabulary:

- ◆ Retail - the sale of goods and services to consumers
- ◆ Retailer - a person or business that sells goods to the public
- ◆ Retail location - the place where a business sells goods in person
- ◆ Chain - a retail outlet in which several locations share a brand
- ◆ Franchise - when a number of businesses share trademarked products, services, and brand
- ◆ Independent - a business that sells goods made by other companies, and is privately owned by one or more people
- ◆ Products - the sale of items to a customer eg food/clothes

Identify different ways to shop:

◆ In person



◆ Online



◆ Mobile phone



◆ Catalogue



◆ Television



Services retailers offer:

- | | |
|----------------------|-----------------------------|
| ◆ Delivery service | ◆ Returns and Refunds |
| ◆ Financial Services | ◆ Cafes and Restaurants |
| ◆ Mobility Aids | ◆ Creche |
| ◆ Bureau de change | ◆ Self service checkouts |
| ◆ Personal Shoppers | ◆ Promotions |
| ◆ Collect in store | ◆ Planning and design tools |
| ◆ Collect in store | ◆ Loyalty Schemes |

