

TOPIC: BUSINESS SERVICES

Pre-Content/content Post-Content	Learning Outcome/Objectives	
	General	Specific
<u>Pre-Content</u> Services are all those economic activities that are intangible and imply an interaction to be realised between the service provider and the consumer. <u>Content</u> Business services are those services which are used by business enterprises for the conduct of their activities. For example, banking, insurance, transportation, warehousing and communication services. <u>Post-content</u> Today's globalised world has ushered in a rapid change in the service industry in India. India has been gaining a highly competitive edge over other countries when it comes to providing services to the developed economies of the world.	Students will be able to ✓ state the characteristics of services; ✓ distinguish services from goods; ✓ classify different types of business services; ✓ explain the concept of e-banking; ✓ identify and classify different types of insurance policies; ✓ Explain how the communication services are helpful to business for establishing links with the outside world;	Students will be able to ✓ Explain the nature and types of business services ✓ Define banking and insurance. ✓ Enumerate the types of banks; ✓ Describe the functions of commercial banks; ✓ State the concept of e- banking; ✓ Explain the meaning and principles of insurance; ✓ Give an overview of postal and telecom services as communication services;

Home Work /Assignments

NCERT back exercise is given as hometask.

Assignment sheet is also given

Questions taken in the class were also asked to solve

Teacher's Activity	Student's Activity	Teacher's Observation And Remedial
Teacher will discuss and explain that in order to be competitive, business enterprises, are becoming more and more dependent on specialized business services. The teacher will elaborate on the role of Banking and e-banking which means accepting, for the purpose of lending and investment of deposits of money from the public, and repayable on demand. The teacher will guide the students on the increasing importance of e-banking. The teacher will help students appreciate how Insurance - a form of risk management, is used to safeguard against the risk of potential financial loss. The teacher will discuss the Principles of Insurance and types of insurance services like Life, Fire and Marine available for protecting business against various types of risks. The teacher will also focus on Communication services and how they are helpful to business for establishing links with the outside world viz., suppliers, customers, competitors etc. The main Communication services which help business can be classified into postal and telecom.	Students will analyze the role played by Business Services by understanding the following : The students will identify that how Business enterprises look towards banks for availability of funds; insurance companies for getting their life, plant, machinery, goods, etc., insured; transport companies for transporting raw material, and finished good ; warehouses for storing of goods and telecom and postal services for being in touch with their vendors, suppliers and customers. Students will get to know as to how e-banking is a service provided by many banks, that allow a customer to conduct banking transactions, such as managing savings, checking accounts, applying for loans or paying bills over the internet using a personal computer, mobile telephone or handheld computer (personal digital assistant). The students will appreciate the role of postal and telecom services.	Teacher will write her observations after completion of the topic.

Teaching Aids : Active inspire, NCERT Book, PPTs

Methodology/Innovative Methods : Discussion, Recall, Explanation, Question-Answer method, problem solving

Interdisciplinary Links: Sociology, Geography, Information technology, Accountancy and Economics

Coordinator

Vice-Principal

Principal