

Grade 9 EMS Worksheet

Characteristics of goods and services

Choose the correct word from the box given to explain the characteristics of goods and services.

intangible services	consumers standardised	stored perishable	consumption rendered	touch quality
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- a) Goods can be manufactured and _____ for later use. [1 mark]
- b) Some goods are _____, which means that they do not last or they decay, such as fruit. [1 mark]
- c) A service lasts only as long as it is being _____. [1 mark]
- d) Goods are tangible, which means that you can _____ them. [1 mark]
- e) Services are _____, such as repair work, which means you cannot touch or store or keep them. [1 mark]
- f) When goods are stored for later use, _____ of the goods takes place after production. [1 mark]
- g) _____ are consumed at the time they are rendered. [1 mark]
- h) Goods can comply with certain standards to ensure _____. [1 mark]
- i) Services cannot be completely _____, because the quality of the service depends every time on how the service is rendered at the time. [1 mark]
- j) Goods and services are produced in response to the needs and wants of _____. [1 mark]

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Suggested Solutions

Question number	Possible marks	Solution
1	10	<p>a) Goods can be manufactured and <u>stored</u> for later use. [1 mark]</p> <p>b) Some goods are <u>perishable</u>, which means that they do not last or they decay, such as fruit. [1 mark]</p> <p>c) A service lasts only as long as it is being <u>rendered</u>. [1 mark]</p> <p>d) Goods are tangible, which means that you can <u>touch</u> them. [1 mark]</p> <p>e) Services are <u>intangible</u>, such as repair work, which means you cannot touch or store or keep them. [1 mark]</p> <p>f) When goods are stored for later use, <u>consumption</u> of the goods takes place after production. [1 mark]</p> <p>g) <u>Services</u> are consumed at the time they are rendered. [1 mark]</p> <p>h) Goods can comply with certain standards to ensure <u>quality</u>. [1 mark]</p> <p>i) Services cannot be completely <u>standardised</u>, because it depends every time on how the service is rendered at that time. [1 mark]</p> <p>j) Goods and services are produced in response to the needs and wants of <u>consumers</u>. [1 mark]</p>