

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 | stored perishable | consumption rendered | touch quality |
|---------------------|-----------|-------------------|----------------------|---------------|

- 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> |