

**BUSINESS:** *Creating informed, discerning employees, consumers and future leaders*

## Topic 1.2.1 Customer Needs

### Key Vocabulary

**Customer needs** – the specific things that a buyer wants about goods and services

**Customer reviews** – feedback from customers, which can be online

**Word of mouth** – when a customer tells another person about a business

**Repeat purchase** – when a customer returns to the same business

### Core Knowledge

Customer needs are the specific wants or needs that buyers have when purchasing goods

Different customers have different needs

If a business knows and understands its customers' needs it is in a better position to produce the products that customers want, in the way that they want them, leading to increasing sales, and so contributing to long term survival

Customer needs are:

- **Price** that reflects the quality of the product, and is low enough to match consumer incomes
- **Quality** – usually more important for those with higher income levels
- **Choice** – consumers like to select from a range of options, e.g. different flavours, colours or packet sizes
- **Convenience** – making life easier for customers
- **Efficient and reliable service** – such as having enough stock, or longevity of a product
- **Design** – how good a product looks

### Don't be a "man on the street"

- Don't assume consumers always go for the cheapest option – they have other needs that may override price depending on the circumstances



### Wider Business World

**Aldi & Lidl versus Tesco** – meet different need though the price level and choice available

**Banks** – a variety of ways to access your funds is convenience

**Takeaways** – offer convenience so we pay more than the cost of the ingredients



### Synoptic Links

**Market research** – this is how a business finds out customer needs

**Market segmentation** – how we divide up customers into smaller groups with similar needs

**Added value** – meeting customer needs can allow a business to charge higher prices, i.e. add value to a product