***UNIT 1. RESOURCES***

1. *What do you understand by the term resource*
2. *Identify various examples of resources used in your home, community and school*
3. *Suggest your own strategies that you can adapt to manage resources properly /effectively at home/school*

***UNIT 2. CAREER OPPORTUNITIES***

1. *Define the term career and explain factors that would influence you choose career*
2. *Discuss the different sources of career info and explain different steps in choosing career*
3. *Which**questions would you ask when choosing a certain career?*

***UNIT 3. COMMUNICATION SKILLS***

1. *Define the terms;* ***communication****,* ***internal and external communication***
2. *Explain the importance of communication in a business*
3. *What is customer care? Explain the benefits of customer care*
4. *As a customer care officer how would you handle a customer’s complaint?*
5. *Explain how a customer care official provide customer care to the client*

***UNIT 4. FORMS OF ENTERPRISE***

1. *Your close friend wants to start a business next year, giving clear explanation about the business describe different forms of business such that he can take one from them*
2. *Analyze at least 5 advantages and 5 disadvantages of each of them*

***UNIT 5. SECTORS OF PRODUCTION***

1. *What is primary sector? List 5 activities in primary sector and at least its 5 importance*
2. *What is secondary sector? List 5 activities in secondary sector and at least its 5 importance*
3. *What is tertiary sector? List 5 activities in tertiary sector and at least its 5 importance*

***UNIT 6. CUSTOMS PROCEDURES***

1. *Identify and explain the types of customs declarations in various customs points in Rwanda*
2. *With examples, explain the role of customs procedures towards the economic development of Rwanda*

***UNIT 8. EFFECTS OF BUSINESS ACTIVITIES ON THE ENVIRONMENT***

1. *As environmentalist, is it safer to use bottled water? Support your answer*
2. *What are the environmental problems associated with use of bottled water?*
3. *What will be the future impact of using bottled water on environment?*
4. *As an entrepreneur to be, identify any three ways you can help to solve the environmental problems caused by water bottles*