**Business Gap Task**

As you are hoping to study Cambridge Technicals Business here are some things you can do in preparation for year 12. There are a range of tasks for you to do as you may have completed slightly different courses. It is up to which tasks you complete, however we would like you to record what you have completed in this document.

**YouTube Channels**

Two teachers  
<https://www.youtube.com/@TwoTeachers>

Tutor 2U  
<https://www.youtube.com/@tutor2u-official>

Coursebook

Cambridge Technicals Level 3 Business by Tess Bayley, Karen Tullet, Diane Wainwright and Leanna Oliver – this is available to buy on Amazon and other good book stores - <https://www.amazon.co.uk/Cambridge-Technicals-Level-Business-2016/dp/1471874796/ref=sr_1_1?crid=263MCOB9NQ02S&dib=eyJ2IjoiMSJ9.pQU_MS58KB3r9lWaYNgucnioNIRhgmcwnimbLsD8xNXhsD2kIp75HtmfcNP2rhVZQA-lDqljMO_tnklD83R5hkFfkFyfVdkOKCkev8CtvN-JyMQQPtQ2cX72aTAD7kFH0pdw79XrSNgxAf-bpnyU0IFzR9v3GaGd1xNJACdG_VEF-nCNa8cTb2wSUw2fjL0oa-WpC43UD3Q8OaEtVjpBLg.o0OdmcLgSrVQWgXFXZezmhMchT-O__DkPUdAe_nOlBc&dib_tag=se&keywords=cambridge+technical+business+level+3&qid=1719582508&sprefix=cambridge+technical+business+level+%2Caps%2C128&sr=8->1

**Unit 4 research**

**Research Task 1**

We want you to find as much information about Guiseley gym as possible. You can put this information into a Powerpoint if you wish and you need to focus on the different types of good customer services that the business has (e.g. Gym). Some background information on the gym would also be useful but try to include images and logos of the gym to make your presentation interesting.

**Research Task 2**

You can include these in your presentation and relate these to Guiseley gym

What is customer service?

What are the advantages of good customer service?

What happens if a business provides poor customer service?

**Research Task 3**

Can you please research some reviews of Nuffield Guiseley gym – try to find 2 good reviews and 2 bad reviews and put these into your presentation. After each one state what the effects would be on the Business.