

LC HOME ECONOMICS ~ CONSUMER STUDIES

CONSUMER CHOICES:

1. Give an account of the factors that affect consumers' decision-making when selecting goods and services
2. List the advantages and disadvantages of advertising
3. Name **four** types of retail outlets where goods and services can be purchased and state **one** *advantage* and **one** *disadvantage* of each outlet.
4. Describe **five** in-store merchandising techniques that supermarkets use to encourage consumer spending.
5. List the guidelines that should be followed when shopping
6. Give details of **six** changes that have occurred in shopping patterns in recent years
7. What is consumer research?
8. Outline **three** methods of consumer research
9. Explain how consumer research benefits i) the retailer and ii) the consumer
10. Describe any two quality symbols appearing on Irish products

Terms to revise: Loss leader; loyalty scheme; own-brand/generic goods; bar code; party selling

CONSUMER RESPONSIBILITY:

1. Enumerate the **responsibilities** of the consumer
2. Give an account of the **rights** of consumers
3. Explain the term '*caveat emptor*'
4. What is meant by '*redress*'. Explain how the consumer can seek redress
5. What do you understand by the term '*merchantable quality*'?
6. Give a brief account of **four** sources of reliable information when buying goods and services.
7. Explain the difference between *biased* and *unbiased* information & give **one** example of each
8. Illustrate **three** safety symbols that indicate the safety of consumer products
9. In relation to the environment differentiate between a *renewable* and a *non-renewable* resource and give **two** examples of each
10. Explain how households can reduce their waste to help save the environment
11. List **six** ways that consumers can be more energy efficient in their homes
12. Write an account of the role of *recycling* in waste management

13. Name and describe one government initiative that has helped to reduce pollution and promote a greener environment
14. Explain what is meant by a) *ENFO* b) *Green dot* and c) *Eco label*
15. Write an account of three types of pollution under the following headings:
 - a) causes
 - b) effects & c) prevention

CONSUMER PROTECTION:

1. Write an account of the *Sales of goods and Supply of Services Act 1980*
2. Write an account of the *Consumer Information Act 1978*
3. Give details of two *statutory* and two *voluntary* bodies concerned with consumer protection
4. Name four sources of consumer protection and information in Ireland
5. State the function of *Citizen Information Centres*
6. Explain the role of a) *The Office of the Director of Consumer Affairs* (give 3 functions) and b) the *Ombudsmen* in consumer protection
7. What is a guarantee?
8. What is the role of the *Advertising Standards Authority of Ireland*?
9. Outline the procedure which should be followed by a consumer when dissatisfied with goods/services purchased
10. Explain the *Small Claims Procedure*
11. State two benefits of the Small Claims Procedure