**Topic 4.4 Customer Satisfaction: Starter Activity**



1. Write down a definition of the following key terms:

|  |  |
| --- | --- |
| **Key Term:** | **Definition:** |
| **National Insurance Contributions** |  |
| **Income Tax** |  |
| **Corporation Tax** |  |
| **Value Added Tax** |  |

1. State which people pay tax:

|  |  |
| --- | --- |
| **Tax:** | **Employees/ Companies/ Sole Traders:** |
| **National Insurance Contributions** |  |
| **Income Tax** |  |
| **Corporation Tax** |  |
| **Value Added Tax** |  |