

Advanced GCE TRAVEL and TOURISM

Unit 10 (G729) EVENT MANAGEMENT

Exemplar (Grade A)



RECOGNISING ACHIEVEMENT

Travel and Tourism

OCR Advanced GCE H589/H789 Unit G729 Event Management
Unit Recording Sheet

Please read the instructions printed at the end of this form. One of these sheets, suitably completed, should be attached to the assessed work of each candidate.

Unit Title	10 Event Management	Unit Code	G729	Session		Year	2	0	0	7
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Centre Name	Jan/June
Candidate Name	Centre Number
Evidence: You need to provide	Candidate Num

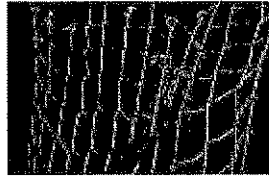
provide evidence of your involvement in carrying out this group project.		Teacher Comment	Page No.
<p>AO1.1: Your business plan for selected group project is brief, with clear explanation of aims, objectives, customers, marketing, resource needs, team roles, staffing, timescales and legal requirements; your plan has some omissions and may be unrealistic but incorporates some learning from areas of study within travel and tourism; your business plan is presented individually;</p>	<p>you produce a business plan selected group project, giving clear details of aims, objectives, customers, marketing, resource needs, team roles, staffing, timescales and legal requirements; your evidence reflects your consideration of all aspects of the project's management and shows understanding of purpose, application of relevant skills (financial, legal, marketing, risk assessment, customer service and understanding of team roles and functions); your business plan is presented individually; your timescales are logical and achievable and your plan is realistic and demonstrates thorough knowledge, skills and understanding of travel and tourism with no omissions.</p>	<p>Julie has produced a well-referenced, SMEI business plan showing a thorough knowledge and application of all relevant theory. All required aspects are included with no omissions. This individual business plan is realistic with well-thought out costings, timescales and contingencies.</p>	p 82-88
<p>AO2.1: You contribute to the planning, preparation and running of the group project, displaying some travel and tourism skills acquired in this and other units in this specification; your performance as part of the team is minimal and only just sufficient to show participation in planning and performance; your record of your contribution lacks details of involvement, or shows inconsistency in performance, which may lead to problems in team performance; your work will have some inaccuracies/omissions;</p>	<p>[5.6.7] [8.9.10]</p> <p>AO2.2: you contribute to the effective planning, preparation and running of the group project, demonstrating the skills developed in this and other units in this specification; your record of your involvement in the selected project and ability to work as a team member; you deal with any complex complaints or problems experienced during preparation and management, although not always effectively, showing some lack of consideration towards the rest of the group or an individual; your work includes some inaccuracies/omissions;</p>	<p>Julie's work leading up to the event was outstanding, her contributions highly valued and always considered others as well as her own responsibilities. Her log book shows thorough and deep care and consideration for the project. On day 1, she was very professional however let herself down on day 2 when Julie seemed to lose interest and did not care so much for the other paying customers, rather favouring her own friends.</p>	p 89-94 (meeting agendas) p 95-100 (meeting minutes) p 101-111 (individual log book) p 112-113 (teacher feedback on event)
<p>AO2.3: you contribute to the planning, preparation and running of the group project constructively and competently, reflecting the ability to perform under pressure, you cooperate with others and meet the aims and objectives; you demonstrate the skills you have developed in this and other units in this specification; your record of your contribution shows that you play a full and valuable role in the selected group project; you deal effectively and sympathetically with complex problems and/or complaints, showing good interpersonal skills.</p>	<p>[9.10.11.12]</p>	<p>Mark 9</p>	<p>Mark 9</p>

<p>A03.1: You carry out some research from limited sources when assessing the feasibility of your selected group project and when managing the project, which may require other team members to obtain more information or may lead to delays; your research is not always relevant and you do not always use the findings of your research effectively, but it is just sufficient to enable the group project to take place; there is little attempt to address contingency plans or to research alternatives in case of problems;</p>	<p>[0 1 2 3 4 5]</p>	<p>A03.2: you carry out research from different sources when assessing the feasibility of your selected group project and when managing the project, and you search for alternatives for costs, resources and project ideas; your research is mostly relevant and you use most of the findings of your research to inform the running of the group project appropriately;</p>	<p>[6 7 8 9]</p>	<p>A03.3: you carry out research using a broad range of sources, which are clearly indexed, when assessing the feasibility of your selected group project and in both the preparation and management of your project; your research is relevant and you use the findings of your research effectively to inform the running of the group project, with contingency plans included should problems arise.</p>	<p>Mark 12</p> <p>Julie has presented the chosen event, and alternatives in a well-researched, thorough manner. The feasibility of the project has been well considered and tailored to meet the needs + limitations of the chosen target market. Contingency plans are thought out and included.</p>
<p>A04.1: Your evaluation of your own performance, and the team's performance, during and after the project, may be limited to simple facts, comments or statements and you make limited recommendations for improvement, which may be unrealistic; your use of terminology is not always accurate and written communication lacks detail in accuracy and content; your work shows little understanding of the connections with other units within the qualification;</p>	<p>[6 7 8 9 10]</p>	<p>A04.2: you include an evaluation of your own performance, and the team's performance, during and after the project, making limited but realistic recommendations for improvement, but not all aspects may be fully covered; you include how these recommendations may have been affected by your own values and attitudes you present materials suitably with appropriate use of some terminology and your understanding is conveyed through use of appropriate language; your work will show good understanding of the connections with other units of the qualification;</p>	<p>[11 12 13 14 15]</p>	<p>A04.3: you include a comprehensive evaluation of your own performance, and the team's performance, at all stages of the project, through use of evaluative tools, making detailed and realistic recommendations for improvement which are well considered and which confirm your ability to analyse and reflect on areas for future development, including changes that have occurred in your own values and attitudes; you present your work logically, showing use of appropriate terminology, and your meaning is clear and accurately conveyed; your work shows full understanding of the connections with other units of the qualification.</p>	<p>Mark 13</p> <p>The combination of Julie's logbook and evaluations all contribute to a comprehensive evaluation of both the groups and her own performance. Although recommendations are a little lacking in detail, they are well considered and realistic and would lead to definite future improvements. All marking is clear and conveyed well, as is presentation.</p>
<p>Total/50</p> <p>48</p>					<p>12</p>
<p>If this work is a re-sit, please tick</p> <p>Session and Year of previous submission</p> <p>Jan / June</p> <p>2 0 0</p> <p>Please tick to indicate this work has been standardised internally</p>					<p>1</p>

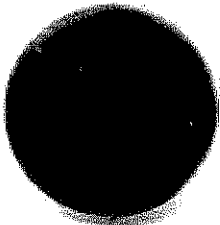
Please note: This form may be updated on an annual basis. The current version of this form will be available on the OCR website (www.ocr.org.uk). Please complete one Centre Authentication Form (CCS160) for each unit and forward to the moderator with your sample.

Guidance on Completion of this Form

- One sheet should be used for each candidate.
- Please ensure that the appropriate boxes at the top of the form are completed.
- Please enter specific page numbers where evidence can be found in the portfolio, and where possible, indicate to which part of the text in the mark band the evidence relates.
- Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.



Unit 10: Event Managment



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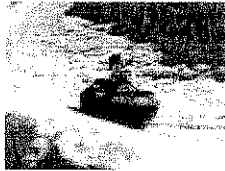
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A03 - Introduction
to the group
project.

Explanation of your chosen event

For our event, we have decided to organise 2 day trips in Newcastle. For the 2 day trips, we will be taking part in fun energetic activities, which will consist of paintballing, ten-pin bowling, assault course and snow tubing.

On the first day, which will be the 13th February 2007, we are going to go to Go Ballistic, which is a paintballing centre located approximately 14 miles North-West of Newcastle-upon-Tyne, at Bygate Plantation near Belsay. We have arranged a full day paintballing which is booked from 10.00 am till 4.00 pm. We are going to have a barbeque lunch at the site, which is included in the price for the day. We have arranged a coach to take us to the venue and bring us back to school. The coach is booked to take us back to school earlier than 4.00 pm should we need it, as we thought that we would be tired if we were active for the whole six hours, so we decided to make it a slightly earlier finish.



On the second day, we are making our own way to the venue. We have booked 2 games of bowling at Megabowl at the Metrocentre in Gateshead. We have booked 4 lanes for the 20 students taking part in the event plus the two teachers who are accompanying us on the event. We have estimated that this will last around two hours with a short break after the first game. We are then going to break for lunch which will last for about an hour. After lunch, we will travel to Whickham Thorns which is quite close to the bowling venue in Dunston. Students will split into two groups, one will take part in an assault course and the other group in snow tubing, and then each group will swap.

The location of these venues is shown on the map after this section.

Our selected target market is students who are aged 16-19 in 6th Form at our school, Gosforth High. We chose our target market, as we decided we would be able to have friends involved in our event and make it a really good 2 days. Also, if we needed to get in touch with customers involved in our event, we could get any information to them quickly.

We decided on this idea as we thought it wouldn't be very expensive if we stayed in Newcastle and therefore organised an event to take place here. Also as we are 6th form students, we only have part-time jobs and therefore wouldn't be able to afford an event that would cost a lot of money.

Sustainability
consideration

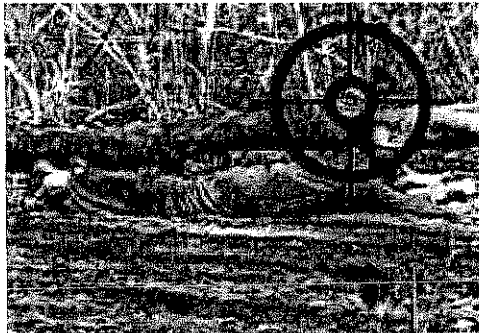
cost
consideration

A03.

I think that we can call our 2 day trips in Newcastle an event, as we have organised it. We thought about what we could do and then came to the conclusion of three activities. We are hosting the two day event, have organised everything and have also arranged for other students involved to take part.

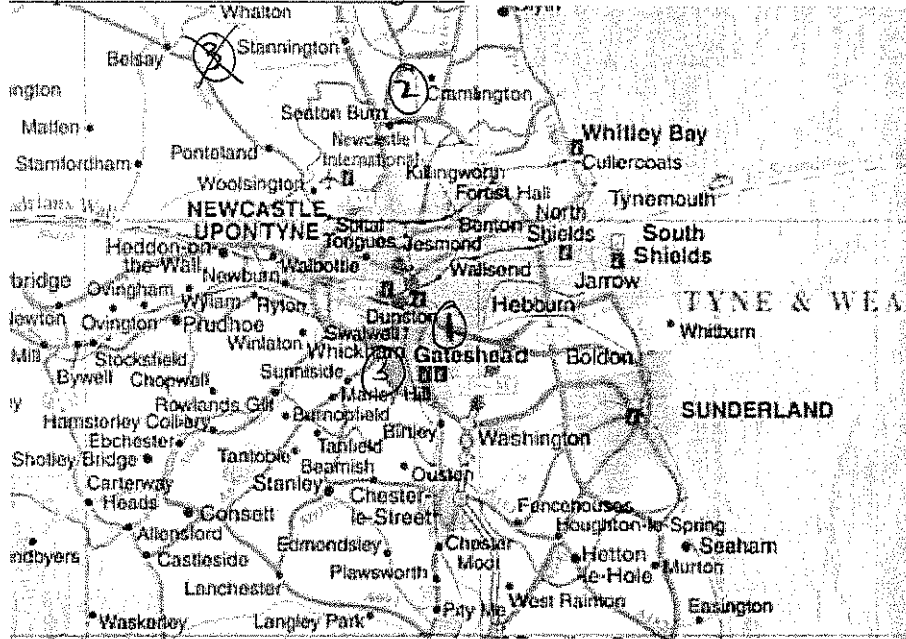
At the last minute we have had to change our paintballing venue from Go Ballistic, Belsay to Delta Force, Cramlington. This has not affected the price of the event. We changed because the event was only a month away and we still hadn't received a risk assessment, so we had to choose another venue to visit.

Delta Force is located in Cramlington. There are lots of different environments to play in with different scenarios such as Mad Murphy's Jungle, Year 3000 and Bus/Convoy. It sounds more exciting than the original place that we had originally planned to go to. It will take approximately 15 minutes to get there from school and we have to arrive promptly at 9.15, which will mean an earlier pick up time from school.

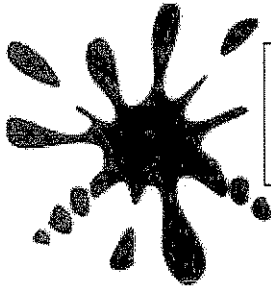


10/5

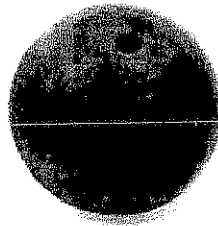
Map of the North-East of England



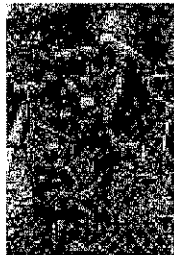
considering location.



The Paintballing venue is located at point 2



The ten-pin bowling alley is located at point 1.



Whickham Thorns is located at point 3.

6
A03 - assessing
feasibility
of chosen
event.

Feasability Study

For our event, we had to come up with a group name; we chose to be called Travel Troopers. We decided on that name as we are A-Level Travel and Tourism students, so we thought it should have a link with travel. The Troopers part is because we knew that we would be adventuring outside of school and a group member suggested this, so we put them together and got 'Travel Troopers'. The group members are Julie Cooperthwaite, Rachael Stempczyk, Becky Boakes, Rebecca Farqhaur and Sara Brennon. We were all given job roles for our event. Each person was allocated the following role:

Purpose
of the
team.

- Julie Cooperthwaite - Marketing Manager
- Rachael Stempczyk - Finance Manager
- Becky Boakes - Secretary
- Rebecca Farqhaur - Chairperson & Legal Aspects Manager
- Sara Brennan - Physical Resources Manager

allocation
of
staff.

considering
options for
into account

At the beginning of the course, the class took part in a group discussion about the range of events we could arrange. We decided to investigate short trips abroad and different activities around the UK.

the
suitability
availability
cost +
location

As a class, we were divided into pairs and allocated various events to research. The different events included a trip to Amsterdam, a local trip (in Newcastle-upon-Tyne), and a PGL activity centre in Shropshire, a trip to London, a trip to Paris and a trip to Bristol.

I researched London.

1. I found that staying at the Travel Lodge would cost £70.00 for 2 people sharing for two nights.
2. Travelling from Newcastle International Airport to London Stansted would cost around £40.00.
3. Then to entertain the group, we could have visited attractions such as the London Eye which cost £13.00 with a 10% group discount if over 15 people are involved.
4. Finally, a trip to Madame Tussaud's would cost between £13.50 and £21.60 per person.

A03: feasibility
research

Other researched ideas included:

Amsterdam - researched by Becky

We found that, for a return flight to Amsterdam from Newcastle Airport, it would cost approximately £39.00.

We looked at an average price for accommodation which we found would cost around £75.00 per night per person (based on 2 sharing).

We thought about some possible activities that we could do whilst in Amsterdam; these included a canal/bus tour, a candlelit cruise and a trip to Madame Tussauds.

A03

Newcastle - researched by Emma (who has since left the course)

To go paintballing, we found that it would cost £9.99 for a full day of paintballing and it would cost £4.99 for a half day. Paintballs cost £6.00 per hundred.

We looked into how much it would cost to go Go-karting. It was, on average, around £20.00 per person for 15 minutes.

At Whickham Thorns Outdoor Activity Centre, there are various activities to we could do including an assault course, indoor and outdoor climbing, skiing and archery. Prices for these activities are from £6.60 an hour.

For a hired coach it is around £100 for pick up and drop off per day.

PGL Shropshire - researched by Rebecca

Rebecca found some information out on the Internet and ordered a brochure that contained more information about the activities that you can do with PGL.

To stay at the PGL activity centre in a lodge that can accommodate up to 10 people for a week, is £129.00 + VAT per person. The price for half a week is £73.00. These prices include accommodation and food.

There are a wide range of activities to do once there, these include horse trekking, water rafting, canoeing and wall climbing. The activities are booked once there.

The transport costs were not priced.

Paris - researched by Sara

Sara looked on the Internet for prices to go to Paris. For a flight from Newcastle Airport to Paris Charles de Gaulle, flying with EasyJet, the cost was around £45.00 for a return flight.

For 3* accommodation, with a kitchen, for 2 nights it would cost around £67.00 per person, these rooms can hold up to 4 people.

For a one-day pass to Disneyland it costs £47.00, which also includes transport.

Travel cards to get around Paris are £6.00 and a sightseeing pass is £13.00.

Other activities that we could do in Paris included shopping and visiting museums.

Bristol - researched by Taz (who has since left the course)

It would cost £80.00 for 1 full day consisting of 4 activities which you pick when booking. Examples of the activities were an assault course, horse trekking, canoeing and water rafting.

No other prices were provided.

After fully considering the findings/outcomes of our research, we chose to organise 2 day trips in Newcastle. We decided not to go Go-Karting as it was expensive and also, as we may not be able to receive permission from the Local Education Authority. We chose this option as we are going to open the event to 6th form students, who may not have a job, and therefore the price of the event was taken into consideration and the trip around Newcastle was therefore the cheapest option.

A03

We decided to call our group "Travel Troopers". We thought that we should have a company name associated with travel as we are taking A-Level Travel and Tourism and also something to do with taking people someone, and just came up with this. It represents us as a group, and our name will be on any paperwork that we produce and letters that are produced etc.

We came to the final decisions for our event by using our market research to decide on the activities and the details of our event.

We decided to do the following activities -

Day 1 - Paintballing with private coach transport.

We will leave school 9.30, and when we arrive at the paintballing venue, we will participate in the activity in groups. We will have lunch on-site and then do a few hours of paintballing again and then leave the venue at around 3.30.

Day 2 - We are going to meet at 9.45 outside the Yellow Mall entrance. When everyone arrives we are going to go to Megabowl in the MetroCentre of the MetroCentre. We will play two games of bowling which will start at 10 am, and then have lunch at the MetroCentre. Students may pick where they would like to eat and they will have around an hour. We will then meet up to depart for Whickham Thorns and we plan to arrive at 1.30. Students are going to take part in two different activities once there. There were a wide range of activities to chose from, however we decided, as a group, that we would take part in the assault course and snow tubing. Once we have participated in the activities we will depart and head back for school.

A03: itinerary for 2 x day-events.

All of the venues are very accessible for the group to get to. There are car parking facilities at all of them, and there is room for the coach on day 1 and for people's transport on day 2.

The event was fairly easy to arrange. We rang up each company to ask about final prices and group discounts, then worked out how much it would cost per person, and called back to book the activities.

The full costing for the event is as follows:

Bus to paintballing	£110
Paintballing activity (20 people)	£399.76
Assault course (per group £10.50 *2)	£ 21
Snow Tubing (per group £41.70 *2)	£ 83.40
Ten Pin Bowling (£2.50 per game *2)*22)	£110
TOTAL	£724.16

COST OF trip.

£36.21 = cost per person

This leaves us with £75.84 contingency money, which we are going to use to buy prizes for students. Our t-shirts that we will wear to distinguish group members from other students, and snacks for the coach on the first day will also be bought out of the money.

Contingency

A03: Contingency funds.

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The above price for paintballing has changed to £399.05, (£19.95 per person). This is for 21 people, as when you book 14 places you get the 15th place free. Therefore John Hall, the site manager is going to play along with the students. The price includes a full day paintballing which will be around 10-12 games, a BBQ lunch, the correct equipment to wear and paintballing equipment plus 200 paintballs each.

The contact details for the companies are as follows:

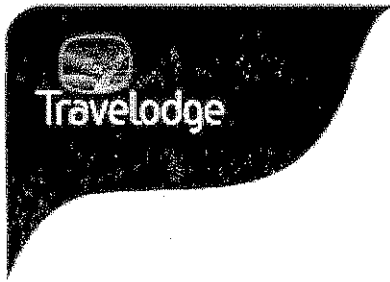
Go Ballistic
Paintball Newcastle,
Tyne and Wear
0870 1417490

Whickham Thorns Outdoor Activity Centre
Market Lane
Dunston
NE11 9NX
Tel: 0191 433 5767
Fax: 0191 433 5762
Minicom: 0191 460 0054

Megabowl
1 Garden Walk,
The MetroCentre
Gateshead
NE11
0871 550 1010

Green Mountain Coach Company
01661 821721

New paintballing company
Delta Force
Blagdon Lane
Cramlington
Northumberland
NE23 8AU
0800 917821



A03: alternative events research! - London

London Kings Cross

You can now book up to 12 months in advance

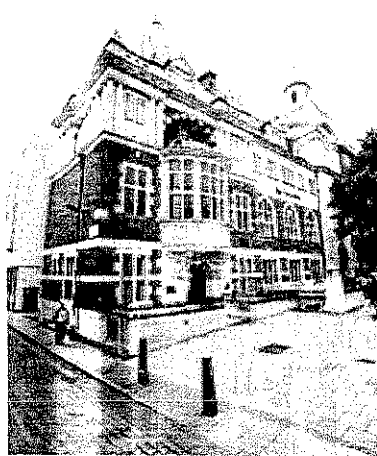
[More about this hotel](#)

You asked for

- 1 non-smoking room
- 2 nights arriving Tue 13 February 07

This room is available

FLEXIBLE RATE



Double Room (Non-smoking)

Ensuite room with double bed (Ensuite is shower only).
Sleeps 2 (maximum 2 adults).

Willings House, Grays Inn Road, Kings Cross
London WC1X 8BH

Tel: 0870 191 1757
Fax: 0207 278 8063

£70.00

We also have:

- [Family Room\(Non-smoking\) - £70.00](#)

Other available rooms nearby

[London Kings Cross Royal Scot](#)


0.3 miles away
Room for **£70.00**

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Flight booking: Your flight basket (step 3 of 5)

Your flight shopping basket for
22 adults


Change currency to:
Select Currency...

	Tuesday 13 February	Newcastle to London Stansted flight 512; dep. Tue 13 Feb 06:40 arr. Tue 13 Feb 07:50	£19.26 (per person)
	Wednesday 14 February	London Stansted to Newcastle flight 523; dep. Wed 14 Feb 21:20 arr. Wed 14 Feb 22:25	£20.81 (per person)

Cost of your selection

Airfare per adult or child	£40.07 (per person)
Taxes and charges per adult or child	£10.00 (per person)
Total amount due: 22 adults	£1,101.54 (total cost)


Promotional code

 If you have a promotional code, please enter it here

Hold baggage and sports equipment

One hold bag per person, free of charge. Additional bags are subject to a fee of £5.00 per bag per flight, when pre-paid online (£10.00 if paid at the airport).

Number of additional hold bags: 0

 **Fees for sports equipment.** Skis/snowboards (including boots and poles), bicycles (including bag), golf equipment, surf boards, wind surfers, hang gliders, sporting/competition firearms (subject to limitations), and similar items are subject to a charge of £15.00 per item per flight.

Items: 0 Pair(s) of skis

Bag and sports equipment charges are non-refundable.

Next step: enter passenger and payment details

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Plan Your Visit

- > How to Get There
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- > Language Schools
- > Disabled Guide
- > FAQs

Please note that our opening times and prices are different for **Christmas & New Year** than for other times.

I am interested in visiting Madame Tussauds:

any time (except Christmas & New Year)

Opening Times

Madame Tussauds' usual opening hours are:

- Weekdays: 9.30 - 17.30
- Weekends: 9.00 - 18.00

AUDITORIUM

- Off Peak Dates - Weekdays
10.30 - **School Shows**
12.30 - closing - **Journey To Infinity**
- Off Peak Dates - Weekends
10.30 - closing - **Journey To Infinity**

Pricing Information

Valid for opening times noted above.

Tickets to Madame Tussauds - Individual tickets (1- 9 people)

Arrival time	including Chamber Live	NOT including Chamber Live
9.00am - 5.00pm	Adult - £23.99	Adult - £21.99
	Child - £19.99	Child - £17.99
	Senior - £20.99	Senior - £18.99
	Family - £74.00	Family - £69.00
5.00pm - 5.30/6.00pm	Adult - £15.00	Adult - £13.00
	Child - £10.00	Child - £8.00
	Senior - £13.00	Senior - £11.00
	Family - £50.00	Senior - £42.00

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**Tickets to Madame Tussauds -
Group tickets (10+ people)**

Arrival time	including Chamber Live	NOT including Chamber Live
	Adult - £21.60	Adult - £19.80
9.00am - 5.00pm	Child - £18.00	Child - £16.20
	Senior - £18.90	Senior - £17.10
5.00pm - 5.30/6.00pm	Adult - £13.50	Adult - £11.70
	Child - £9.00	Child - £7.20
	Senior - £11.70	Senior - £9.90

Notes

- All prices and opening times are subject to change.
- For timed tickets, a premium is added to these prices.
- Children under five years are admitted free.
- All children under 16 must be accompanied by an adult.
- For technical or other reasons some figures may be removed or parts, or all, of the attraction closed
- Family tickets available when booking in advance.
- Chamber Live is unsuitable for under 12's, pregnant women and those with heart conditions.

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Back the Bid

London Dungeon.

Adult £15.95.

Student £12.50

16-18.

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London eye

- ABOUT THE EYE
- EYE VIEW
- BOOKING
- PLAN YOUR VISIT**
- OUR BUSINESS
- CORPORATE EVENTS
- BOOK ONLINE


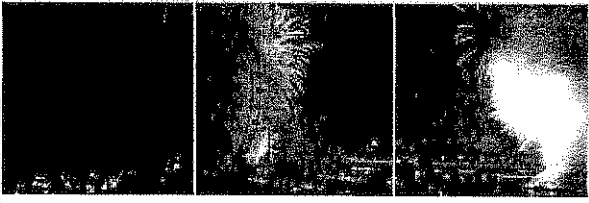


- PRICES**
- OPENING TIMES
- FIND US
- HOW TO BOOK
- SAFETY / SECURITY
- PROMOTIONS
- DISABLED GUESTS
- FAQ
- LONDON EVENTS



Prices

Search

2006 Prices

Individual Flight	Adult	£13.00
Individual Flight	Child	£6.50
Individual Flight	*Senior	£10.00
Individual Flight	**Disabled guest	£10.00
Individual Flight	Under fives	FREE
Fast Track	Adult	£25.00
Discovery Flight	Adult	£15.00
Discovery Flight	Child	£7.50
Champagne Flight	Adult	£29.50
Private Capsule	-	£385.00

*Except weekends and the months of July and August.

**Disabled guests (including disabled children) may bring one personal assistant with them for free, except for under fives.

Groups of 15 or more fare-paying guests receive an automatic ten per cent discount.

***Book online now to save 10%**

*This applies to the price of a London Eye flight and River Cruise Experience only. Not the combined price of the package.

Or phone + 44 (0) 870 5000 600

London Eye River Cruise Experience

Adult	£10.00	
Child	£5.00	
Under five's	FREE	
Senior (60+ years)*	£8.00	
Disabled adult**	£8.00	
Champagne Cruise (Adult)	£20.00	(Available July and August)

Click here to go on a **Virtual River Cruise**

*Monday - Friday only and not valid July/August.

**All paying disabled guests can bring a personal assistant free of charge. Groups of 15 or more receive a 10% discount.

AOB: events research! - Newcastle

AOB



Booking: 0870 1417490

Over fifty UK paintball sites

Site Locator:

ONLINE - BOOKING

Newcastle

Paintball Newcastle - Game Fees

[Home](#)

[General Information](#)

[Game Fees](#)

[Game Zones](#)

[Equipment](#)

[How to get there](#)

[Stag Party](#)

[Men Party](#)

[Corporate Events](#)

[Young Guns](#)

[Birthday Parties](#)

[FAQs](#)

[Reviews](#)

[Photo Galleries](#)

[Site Manager Profile](#)

[Booking Form](#)

[Organiser Downloads](#)

[Brochure Request](#)

FULL DAY Only **£9.99** per player



HALF DAY Only **£4.99** per player

- Semi Automatic Gun for everyone
- Paintballs from only £6 per 100 on the day
- Paint Grenades only £3.50
- Smoke Bombs only £3.50
- Discounted paintballs available in advance of game day

How to book Paintball at Go Ballistic@ Newcastle?

You need to pay the game fee which acts as a non refundable deposit and reserves your places. The Newcastle paintball site is incredibly busy so try to book at least two weeks in advance.

Book Online NOW

Site Locator:

Booking.....0870 1417490

© Copyright Go Ballistic UK 2005. All images and text are protected by copyright and/or registered trademark without prior consent in writing will result in legal action. Photos on this page are random stock photos and depict gameplay at the Newcastle site. Any drive times are approximate and should be double checked before paintball booking.

AOS



ONLINE - BOOKING

Booking: 0870 1417490

Over fifty UK paintball sites

Site Locator:

Newcastle

[Home](#)

[General Information](#)

[Game Fees](#)

[Game Zones](#)

[Equipment](#)

[How to get there](#)

[Stag Party](#)

[Hen Party](#)

[Corporate Events](#)

[Young Guns Paintball](#)

[Birthday Parties](#)

[FADs](#)

[Reviews](#)

[Photo Galleries](#)

[Site Manager Profile](#)

[Booking Form](#)

[Organiser Downloads](#)

[Brochure Request](#)

Paintball Newcastle, Tyne And Wear

Go Ballistic®

Site Overview

Paintball Newcastle, Tyne And Wear

Arguably one of the largest and busiest paintball sites in the region, Go Ballistic Newcastle boasts an incredible range of game zones and scenarios. Set in around 200 acres of countryside, the site has masses of woodland as well as purpose-built barricades and bunkers. 'VIP' and 'Speedball' are firm favourites at this massive feature-packed site.

***FREE RETURN TAXI FROM NEWCASTLE CITY CENTRE!!!**
**present your taxi receipt to the site manager on arrival and your travel costs will be refunded in paintballs @ £6 per hundred. (limited to a maximum of £6 per person). Full day players at our Newcastle venue only.*

Site Facilities

Paintball Newcastle, Tyne And Wear

Go Ballistic Newcastle has an excellent safe zone for the comfort and convenience of all players. Well-drilled marshals ensure an adrenalin-fuelled day's paintballing at this impressive site. Light lunch available along with all the goodies you'd expect to find in the tuck shop.

Site Location

Paintball Newcastle, Tyne And Wear

Go Ballistic Newcastle is situated approximately 14 miles to the north west of the city at Bygate Plantation near Belsay. Sunderland, Morpeth, Durham and Hartlepool are all within easy striking distance of the site. Full travel details provided on booking - you really have no excuse for not getting down here!

[Game Zones](#)

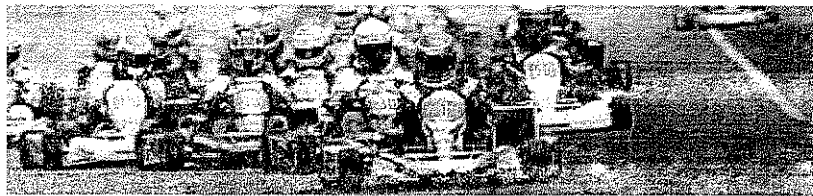
[Direct](#)



Site Locator:

Booking.....0870 1417490

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AS

Race Formats and Prices

Kids Karting

The emphasis is very much on giving you a taster of this popular activity - developing your driving skills with computerised timing encouraging your efforts. Suitable for kids aged between 8 - 15 years old (min height of 122cm).

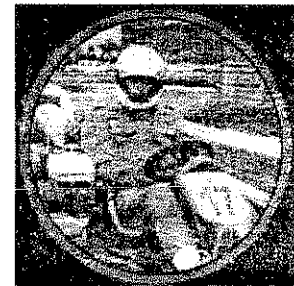
From: £14.99 per person



GP Experience

The ideal way to get out on track to practice racing lines and race craft - ideal for experienced drivers to improve lap times and techniques. Perfect for inexperienced drivers or absolute beginners. 15 min sessions on the international circuit using our 200cc Senior.

From: £19.99 per person



Grand Prix Elite

Our most popular event for novices and experienced drivers alike, where individuals compete in a series of races, hoping to qualify for the grand final, and a place on the podium. After a driver briefing and practice laps it's into the competition! A series of 4 heats is raced with the top 10 drivers going through to the Grand Final.

From: £31.99 per person



Team Challenge

Sign On, Full safety briefing, Kart Allocation, Driver changes and pit stops, 1 to 3 hour race depending on the number of drivers. Suitable for group sizes making up 8 - 15 teams of drivers

From: £55 per person



Appendix 6

AB

Corporate Karts

Corporate Karts offers you the optimum in business pursuits! Your company can be assured of a fantastic day of karting with this phenomenal event! With unrivalled hospitality and an event perfectly suited to match your company's needs, Corporate Karts is head and shoulders above the competition!

From: £57.5 per person

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[Karting London](#) - [Karting Birmingham](#) - [Karting Manchester](#) - [Karting Leeds](#)
[Karting Bristol](#) - [Karting Sheffield](#) - [Karting Brighton](#) - [Karting Nottingham](#) - [Karting Reading](#)

[Join the Go Ballistic network](#) | [Terms and Conditions](#)

AB

Whickham Thorns

You are here: > > > Whickham Thorns Outdoor Activity Centre

Whickham Thorns Outdoor Activity Centre

How to find us

Whickham Thorns Outdoor Activity Centre is just off the A1 on Market Lane between Dunston and Swalwell. For local travel information call Travel Line on: 0870 608 2608.



The High Ropes aerial assault course.

The centre is a designated gateway to the Great North Forest and it links into a number of longer walks and bike rides in the local countryside.

Opening hours

Monday to Friday	11am to 10pm
Saturday	11am to 6pm
Sunday	12noon to 3pm

Activities

- Skiing
- Snow boarding
- Sledging
- Snow tubing
- Indoor and outdoor climbing
- Assault Course
- Walking
- Orienteering
- Mountain Biking
- Archery
- High Ropes
- Team Building
- Parties
- Holiday Activities

Courses and instruction

Instruction can be provided all year round for all activities at Whickham Thorns. A series of winter courses for skiing and snowboarding are available from October each year. Climbing courses run through the summer months.

Day packages

With such a wide variety of activities on one site, Whickham Thorns can offer a full day of activities to groups of up to 70

Contact Us

Whickham Thorns Outdoor
Activity Centre
Market Lane
Dunston
NE11 9NX

Tel: 0191 433 5767

Fax: 0191 433 5762

Minicom: 0191 460 0054

Email: Whickham Thorns

Documents

- ▣ Team Building courses (581k PDF)

per group = x2 -
 £ 10.50 Assault
 £ 41.70 x2 snow tubing.
 £ 104.40

103

people. By splitting into smaller groups, everyone can enjoy a selection of the activities we offer. This type of visit is very popular with schools and youth organisations. We can meet most budgets and requirements.

General booking information

To make a booking please contact reception who will help with all of your requirements. Usually bookings are of one hour's duration and begin on the hour or half hour. Please ask at reception if you require any additional information.

Parking

A large car park is available. Bicycles can also be parked, own locks to be used. Car parking is FREE.

Prices

Save £££'s with a Gateshead Active Card or our Active Options scheme.

See also
→ Prices
See also
→ Holiday Programmes
→ Children's Activities

AD3

Whickham Thorns

You are here: > > > > Prices

Prices

You can save £££'s with a Gateshead Active Card or our Active Options scheme.

Skiing and snowboarding

Price per hour session.

	18 year+	7-17 years	60 years+
Gateshead resident Active Cardholder	£6.40	£3.60	£3.60
Non resident Active Cardholder	£6.60	£4.00	£4.00
Standard	£7.80	£7.80	£7.80

Contact us for further price information.

Contact Us

Whickham Thorns Outdoor
Activity Centre
Market Lane
Dunston NE11 9NX

Tel: 0191 433 5767

Fax: 0191 433 5762

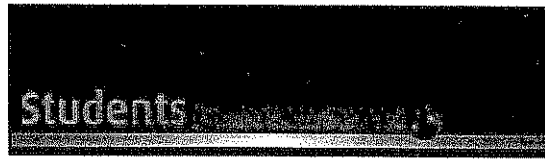
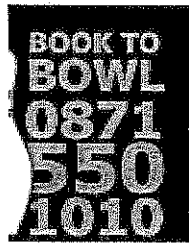
Minicom: 0191 460 0054

Email: Whickham Thorns

Yellow Hall 10am-10pm.



ADS



Strike out with Tenpin & Megabowl

Simply present your valid NUS or ISIC card to benefit from these great offers below:

- Bowling only £2.50 per game
- Bottles of VK for only £2
- Pint of Foster's for only £2
- Pint of John Smith's for only £2
- Small burger and fries for £2

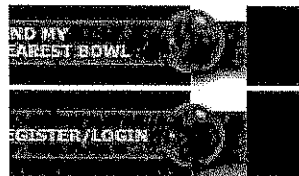
Offers valid Sunday to Thursday all day!

Subject to lane availability.



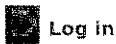
0871 550 1010

or visit your local centre.



email

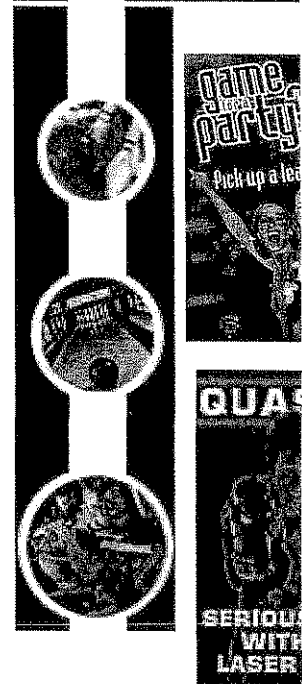
password



register here



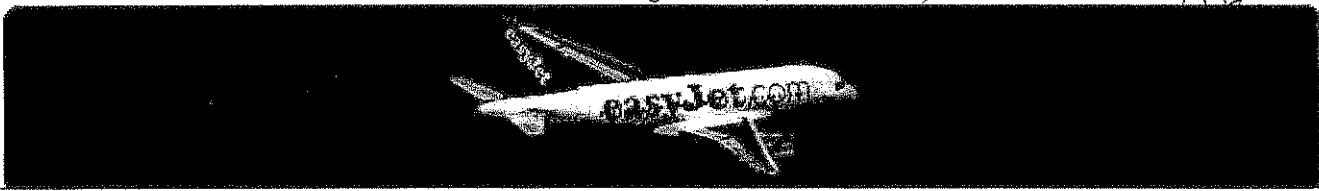
- find a bowling centre
- party packages
- special offers
- bowling trivia
- job vacancies



A03: alternative events research! - Paris!

22a

A3



For the research I have looked at as many different variations of accommodation and transport to ensure we get the lowest price. I have also taken into consideration the convenience and comfort of these options to ensure that the trip is attractive to the customers.

Transport:

There were three options for this:

- 1. To fly;
- 2. To get the ferry;
- 3. To get the train and EuroStar.

I ruled out the option to travel by ferry as I am a terrible traveller on boats and at this time of the year (February) the sea will be at its most turbulent, making the journey potentially very difficult for people who have trouble with the motion of the sea.

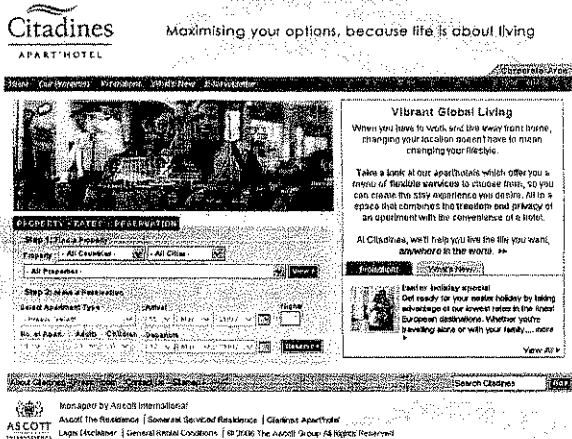
I thought about the option of getting the train to Paris, but this would mean that we would be travelling for five hours approximately as it would take three hours to travel from Newcastle Central St. to London Kings Cross and then we would have to get a connecting train to Paddington St and from there get the EuroStar to Paris which is another two to three hours. These factors therefore made this option less attractive.

To fly direct from Newcastle International would be the quickest form of transport as the journey time is just over 1hour. Easy Jet is a low cost operator that operates this route and therefore would make this option feasible in terms of affordability.

I researched the process of flights and found that for each person to travel to Paris and back to Newcastle on the 15th and 17th February 2007, including all taxes and insurance would be: £45.00

I decided that this was a very good deal after receiving a quote from Air France which also operate this route for almost triple this amount (unable to provide a print out of this quote as it was carried out over the telephone).

Accommodation:



There were three options here:

- 1. Apartment accommodation;
- 2. Hotel accommodation.
- 3. Youth Hostel accommodation.

I decided that for my own comfort I would not be happy staying in a youth Hostel and that for the benefit of the customers in terms of flexibility of accommodation I decided that an apartment would be perfect as it would give basic cooking facilities which could help to save money on eating out in Paris which can be very expensive.

I have stayed in Citadines apartments before and although they are basic, they are clean, provide all the amenities and services you need (free continental breakfast) and they are located centrally all over Paris.

Having been to Paris I decided that Montmatre would be the best place to stay. As it is near to Scare Coeur and the Moulin Rouge which are both major tourist attractions and could be included in the event itinerary. There are also lots of small restaurants, food shops and patisseries here, so it would give flexible options on eating as this is not included in the price.

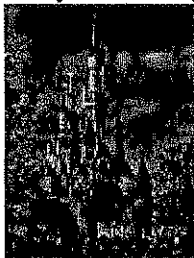
3star accomdation/2nights/Ciadines apartment sleeps four = £67pp

Itinerary:

- Disney pass (1 full day) £47pp
- Sightseeing pass for two days for all monuments/museums (13pp)
- Transport passes for two days £12pp includes both Bus and Metro.

This is the outline of the key events that we will be covering. We are there for two days as this is the most affordable, realistic price that we can afford and that I think our customers will be able to afford.

Disney for one day, as this is something that is great for groups of people of any age as there is really something for everyone weathers its fast and fun rides or slow relaxing rides around the park.



Whilst in Paris I think that we should see as much of the culture as possible and by having this sightseeing pass we can cram in as many attractions as possible such as, the Eiffel Tower and the Louvre Museum.

All of these will join together in terms of accessibility with the transport pass that will help us to get the most out of our stay in Paris.

Total cost per person

184.00pp

excludes all food and drinks

A03:
alternative
events
research:
PGL
Shropshire
+ other
outdoor
activities

Rebecca's Research into an Adventure Holiday:-

High Borrans outdoor activity centre

- located in the Lake district
- Offers a wide range of activities such as walking, Climbing, caving, canoeing plus a lot more (activities aim for low school age, not sixth form)
- Can accommodated up to 36 students plus teachers
- Offer free teachers place provide there is a suitable ratio
- Prices is all inclusive (including meals)
- Transport would need to be added to the price

Full Centre Price	April 2005 to March 2006	April 2006 to March 2007
Monday to Friday	£4,500	£5,175
Weekends [Friday to Monday]	£3,375	£3,881
Per head pricing period	September - March inclusive	October - March inclusive
Monday to Friday	£125 per head	£144 per head
Weekends [Friday to Monday]	£94 per head	£108 per head

Kingswood outdoor activity centre

- Located in Dalston, Lake district
- Offers a range of indoor and outdoor activities such as Quad bikes, nightline and circus skills (activities aim for low school age, not sixth form)

This option was not pursued any further as the website did not give any details about price and accommodation and the customer service teams were very unhelpful when I rand to enquire.

PGL Holidays

- Boretton Park Centre located near Shropshire
- Offers a range of activities for all age ranges such as High Ropes, Abseiling and Rifle shooting
- Servable types of accommodation depending on person preference and number of students
- Prices are inclusive (including meals) :- 7 nights - £129 + VAT or 3 nights- £73 + VAT per person
- Transport would need to be arranged and add to price
- Free teachers places for every ten students
- Minimum group size of 10 people

AB3

Rebecca's Research into a Murder Mystery weekend:-

Murder Mystery Weekends

- Produce murder mystery weekend for over 17 year olds
- Minimum group size of 12 people
- You choose your own venue e.g. hotel
- Includes all the equipment for the weekend e.g. crime scene, stationary, clues and props
- Each group member will have their own character and therefore dress accordingly

- **A Full Weekend Event.**
includes room hire & 2 nights, dinner, bed & breakfast in en-suite rooms and the murder mystery throughout, starts Friday 7 pm until noon on Sunday
Prices **£50** plus vat per person for the murder mystery,
(Minimum £900 plus vat for your group).
plus venue costs of room hire, food and accommodation

The Original Murder Company

- Minimum group size of 10 people
- You chose your own venue
- Price includes all equipment e.g. crime scene report, pathology report etc
- All customers are the detectives and actors are brought into for the other parts
- Couldn't find any fix prices as it depends on the location and type of murder story we require.

research into Amsterdam:-

A03:
alternative
events
research:
Amsterdam: 22e

Researching Amsterdam

About Amsterdam

Amsterdam (*help·info*) is the titular capital city of the Netherlands. It lies on the banks of two bodies of water, the IJ bay and the Amstel river. Founded in the late 12th century as a small fishing village on the banks of the Amstel, it is now the largest city in the country and is a financial and cultural centre. As of 1 August 2006, the population of the city proper is 741,329; the population of the official Greater Amsterdam area is approximately 1.5 million. Amsterdam is also one of the core urban centres of the greater metropolitan area called "Randstad" (Ring City) which encompasses other Dutch cities such as Utrecht, The Hague and Rotterdam and has a population of over 7.5 million. Amsterdam is also colloquially known as *Mokum*, which means 'city' in Yiddish.^[1]

Amsterdam has one of the largest historic city centres in Europe, dating largely from the 17th century. At that time, a series of concentric, semi-circular canals ("grachten") were dug around the old city centre. Along the canals, houses and warehouses were built. The canals still define Amsterdam's layout and appearance today, with many fine houses and mansions situated along the banks. Some of the narrow brick houses are gradually sinking because they are built on wooden piles to cope with the marshy subsoil.

Although Amsterdam is officially designated as the capital of the Netherlands, it has never been (save a brief period between 1808 and 1810) the seat of the court, government, or parliament of the Netherlands, which are all located at The Hague. Amsterdam is also not the capital of the province in which it is located, North Holland, whose capital is located at Haarlem.

Amsterdam is famous for its free-spirited liberalism, diversity and tolerance.

The above has been taken from <http://en.wikipedia.org/wiki/Amsterdam>

Getting to Amsterdam

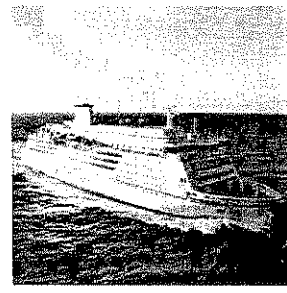
When researching Amsterdam I found out that you can travel by ferry or airplane.

Getting the ferry

Information about getting the ferry	The Newcastle to Amsterdam (IJmuiden) ferry to Holland route connects the North-East of England (UK) to Northern Holland. Two ships operate a daily ferry to Holland service bound for the UK depart 18:00 local time and arrive the following day at 09:00 UK time. The ship to Amsterdam departs from the
-------------------------------------	---




AB3

	UK at 17:30 and after an overnight cruise arrives in Holland at 09:30 local time.
Costs	-Car plus Passengers from £116 -Foot Passenger from £25 -Foot Passenger plus Bicycle from £30 - Motorcycle plus Passengers from £82 -Motorhome plus Passengers from £196



Flying to Amsterdam

Cost of one ticket with a company called **Lufthansa** was £65 with taxes, service charge and insurance, flying direct form Newcastle into Dusseldorf.

From: Newcastle (NCL)	Travel valid from: Feb 13,	17 flights a day from London	£90 Rtn	
To: Amsterdam, Netherlands	2008		Taxes & Fees	KLM
(AMS)	Travel valid until: Feb 15,		Incl.	Website
	2008			
Offer Updated: 19 hours ago				
From: Newcastle (NCL)	Depart: Feb 13	Shortbreak/weekend fares & other dates	£95 Rtn	
To: Amsterdam, Netherlands	2008	available	Taxes & Fees	Opodo
(AMS)	Return: Feb 15	Airline: KLM	Incl.	Website
Offer Updated: 22 hours ago				
From: Newcastle (NCL)	Depart: Feb 13, 2007	Please check with advertiser for further details	£80 Rtn	
To: Amsterdam, Netherlands	-dep. UK: 18:35 PM		Taxes & Fees	OnlineTravel.com
(AMS)	Return: Feb 15, 2007		Incl.	Website

Cost of accommodation

De Roode Leeuw ★★★★★



City Centre - Red Light District

[see on the map](#)

Guest score: 7,49 [see reviews](#)



Hotel Amsterdam De Roode Leeuw is very well situated on the Dam Square, in the very centre of the city. The National Museum of Art 'Rijksmuseum' is just 15 minutes walk away, and Amsterdam's top entertainment area - the 'Leidselein' even closer. Public transportation is available directly at the hotel's door and the Central Station is just steps away. The hotel offers clean and comfortable...[full hotel presentation](#)

The following suppliers have rooms available for your dates 15 Mar 2007 to 17 Mar 2007:

[280 EUR per stay - Booking.com](#)

Dikker & Thijs Fenice ★★★★★



City Centre - Between the canals

[see on the map](#)

Guest score: 7,62 [see reviews](#)



A 4-star hotel situated in a 100 year old building on the bank of the city's famous canal - Prinsengracht at the corner of the Leidsestraat. It offers 42, practically furnished, recently renovated rooms with bathrooms, internet access and in-house movies. Hotel's 'De Prinsenkelder' restaurant, located in a former warehouse dating back to the 17th century is an additional attraction for...[full hotel presentation](#)

The following suppliers have rooms available for your dates 15 Mar 2007 to 17 Mar 2007:

[269 EUR per stay - Activehotels.com](#)

[269 EUR per stay - Booking.com](#)

Nicolaas Witsen ★★★



City Centre - Between the canals

[see on the map](#)

Guest score: 7,32 [see reviews](#)



This is a comfortable and nicely located hotel. It enjoys central but peaceful location. Rijksmuseum, the Heineken Brewery, the Albert Cuyp open-air market and the Rembrandtplein and Leidseplein squares are within insignificant distances from the hotel. In the cozy rooms you will find TV colour, telephone, radio, safe and private bathroom with shower or bathtub. The hotel has a 24-hour front...[full hotel presentation](#)

The following suppliers have rooms available for your dates 15 Mar 2007 to 17 Mar 2007:

[200 EUR per stay - Booking.com](#)

22h

AB

Total cost of going to Amsterdam for 3 days would be £65 + £200 (for two nights in a good hotel) = £365

103 final
itinerary for
2 x day-
events.

23

Itineraries for our two day events

Day one

Paintballing at Delta-Force, Cramlington, Newcastle

Please arrive on time

8:30am Event organisers meet

8:50 am: Customers arrive at school (our coach is arriving between 8:50-9:00am)

9:00am: Departing from school

9:15am: arriving at Delta-Force

9:15am-9:30am: Change into protective clothing and receive a briefing on safety procedures, also the group will be splitting into two groups ready to blast the people we hate!

9:30am: Session will start

12:00pm: Lunch, barbecue food is provided

1:00pm: Second session

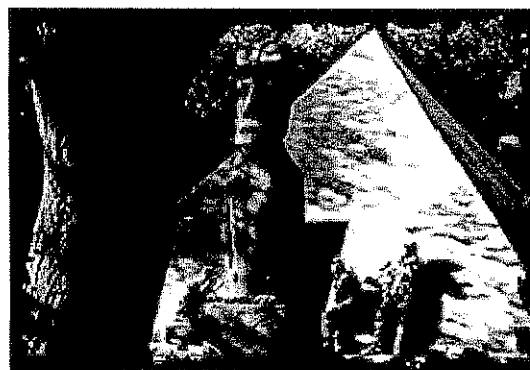
2:30pm: Finish session two

2:30pm-2:45pm: Get changed into our own clothes, return all borrowed equipment and talk about the day's activities and details of day two.

3:00pm: Distribute snacks and prizes

3:15pm: Board the bus back to school

3:30pm: Arrive back at school



AB



Day two

9:20am-9:30am: Arrive at school Travel Trooper member will transport customers to the metro centre

9:45am: Arrive at the Metro Centre at the yellow mall entrance

10am: Arrive and check in at Mega-Bowl

10:05am-10:15am: Collect bowling equipment and split once again into two teams

10:30am: Start our first game

11:00am: Have a sort break before second game starts

11:15am: Start second game

12:00pm: Finish for lunch

1:00pm: Meet at exit of Yellow mall and be ready to depart to Whickham thorns

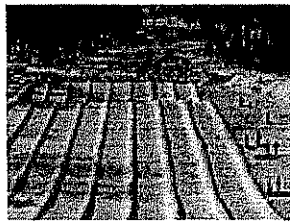
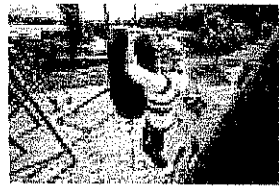
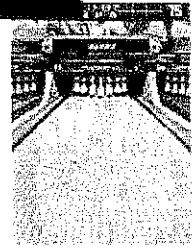
1:15pm: Arrive at Whickham Thorns

1:15pm-1:30pm: Check in and spilt into two teams, start first activity

2:30pm: Start second activity

3:30pm: Finish activities

3:30pm-4:00pm: Talk about the days activities and how everybody feels about the two days. Distribute prizes. Depart taking customers back to school



Travel Troopers fun days out!

AB3

Clothing for Activities:-

Comfortable Clothing will be required for the two-day event for example:
Jeans and jumper

Day 1- full boiler suit will be provided to protect own clothes but suitable old foot wear must be worn.

Day 2 – Normal clothes for bowling in the Metro Centre and then a change of old clothes for whicham thorns along with suitable foot wear.

Food requirements over the two days:-

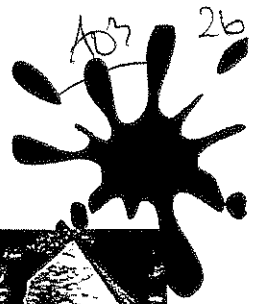
Day 1- A BBQ lunch will be provide at the paintballing centre but if you think you may eat more please bring a packed lunch.

Day 2 – please bring money to purchase your lunch in the Metro Centre.

On Day 2 of the event please bring student ID card.

AB3: p 25-31
= information pack provided for "customers" to inform them of all necessary info. regarding the event.

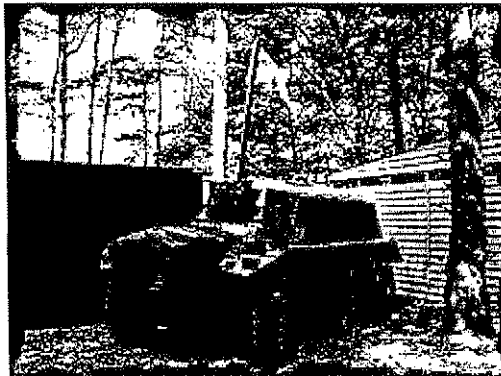
Travel Troopers fun days out!



largest paintball theme parks outside the United States. The recognised leader in the world, we also provide first class entertainment to the general public.

With Delta Force fantastic UK paintballing sites your search for top quality paintball games is over! Paintball is currently one of the fastest growing extreme sports in Europe; thousands of new UK paintballing enthusiasts try out the most exciting games on our paintball playing fields every month. People are often introduced to action sports through a stag party, corporate event, birthday party or a day.

The common presumption that paintball action sports cater for the Rambo's of society or those with a paramilitary bent, is quickly dispelled - Paintballing on Delta Force paintball fields are well-



organised, exciting and an expanding action sport.



and an expanding action sport.

We have hosted paintballing events at our paintball playing fields for virtually every major company in the UK - and for a great many celebrities. We have entertained well known people such as: Shane Richie, Mark Owen, Jamie Theakston, Harry Hill, Hugh Laurie, Don Joly, Damon Hill, Ainsley Harriet, and the entire Chelsea Premiership Football Club. BBC1 and Channel 4 both selected our UK paintballing sites for filming TV shows in 2002.

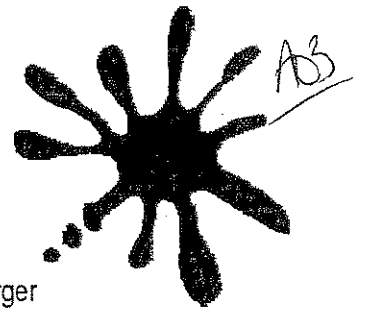
Our paintballing sites offer a huge variety of specially themed paintball action sports. The pyramid is part of the amazing "Mummy's Revenge" game (available at our paintballing sites in Surrey, Essex, West Midlands, and Yorkshire). The airplane lies on the jungle airstrip in the "Pablo Escobar" game zone (at the West Midlands paintballing site). Other

paintball action sports feature tanks, armoured cars, further aircraft, Afghan forts, missile convoys, Viet Cong villages, double-decker buses and much more.

Paintballing action sports is safe in comparison to the majority of other action/adrenalin sports and Delta Force takes every necessary measure to ensure each individual's personal safety. We follow government guidelines in relation to health and safety for all visitors to our paintballing sites.

All paintball players receive a full briefing before the day's action sports commence, with an emphasis on safety precautions, as well as proper use of the paintball equipment provided. The attire that paintballing players will be required to wear will also be issued at the beginning of the day and includes black clothing, full facemasks for extra protection.

PAINTBALL GAMES



Delta Force game zones could easily be mistaken for Hollywood film sets, featuring larger than life pyramids, zombie statues, light aircraft and double decker buses to name just a few.

Our host of scenarios vary from centre to centre, and are constantly updated to offer you the ultimate in combat simulation in a fun, safe and varied environment.

Some of our famous scenarios include:

A Bridge Too Far:

Loads of dug-outs, foxholes and trenches lie between you and the bridge.

Mad Murphy's Jungle:

Eliminate the enemy - Jungle ambush by unseen forces.

Viet-Cong Village:

Hostile takeover - Take hold and control the village, building by building.

Fort Bravo:

Attack and defend in a two storey Alamo stockade, featuring towers and staircases to upper walkways.

Mummy's Revenge:

Pyramids with tunnels and massive zombie statues to negotiate.

Afghan Forts:

Defend the fortress against the bunker-busting bomb.

Year 3000:

Defend and capture - Wilderness combat and futuristic cover.

Speedball:

Total annihilation - Fast paced action in a confined arena.

Bus / Convoy:

Attack and destroy - Preserve your own team.

And a lot more!!

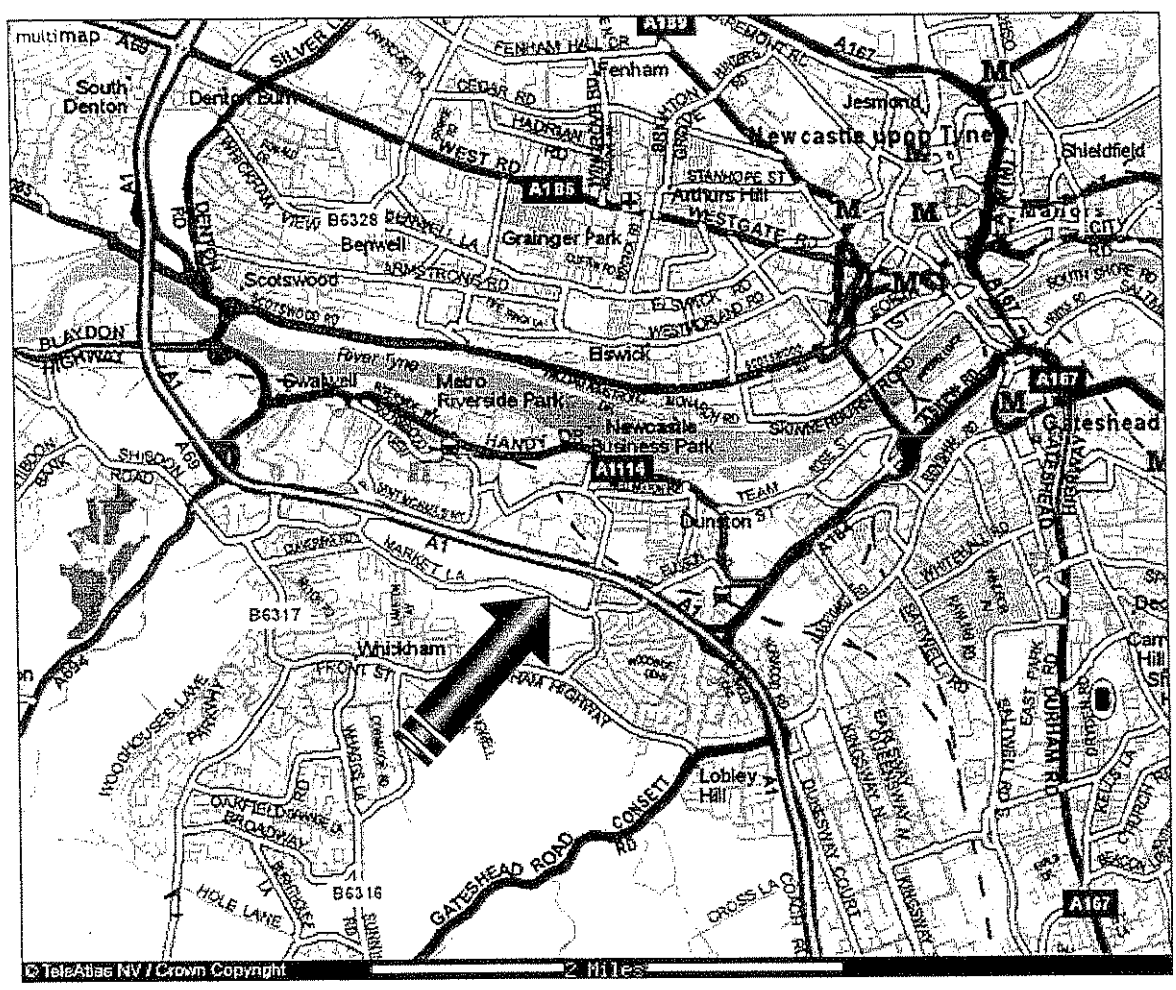
We have different scenarios at each of our centres, the ones listed above are just a few examples.

AB

Travel Troopers fun days out!

...how to get to Whickham Thorns Outdoor Activity Centre!

Whickham Thorns Outdoor Activity Centre
Market Lane, Dunston, Gateshead, Tyne and Wear NE11 9NX
Tel: 0291 4335767



Travel Troopers fun days out!

...how to get to the Cramlington Delta Force paintballing centre!

NEWELWOOD

Blagdon Lane, Cramlington, Northumberland NE23 8AU
For directions call 0844 477 5050

DIRECTIONS - 3 minutes from A1

By car:

From the north: Exit the A1, signposted Ponteland & Dinnington. Pass over the A1. Then turn immediately left signposted Ponteland & Dinnington. Proceed on this road for ¼ of a mile, then turn left signposted Cramlington (A1068). Proceed on this road for 400 metres, then turn left into woodland.

From the south: Exit the A1 at its junction with the A19.

Pass over the A1, after a short distance you will come to a roundabout. Take the 2nd exit off the roundabout, following the sign for Cramlington A1068. Follow this road for approximately 1.5 miles and you will come to a sign pointing left for the Airport and Blagdon Take this road, and the site entrance is approx 0.6 miles on the right hand side.

By train:

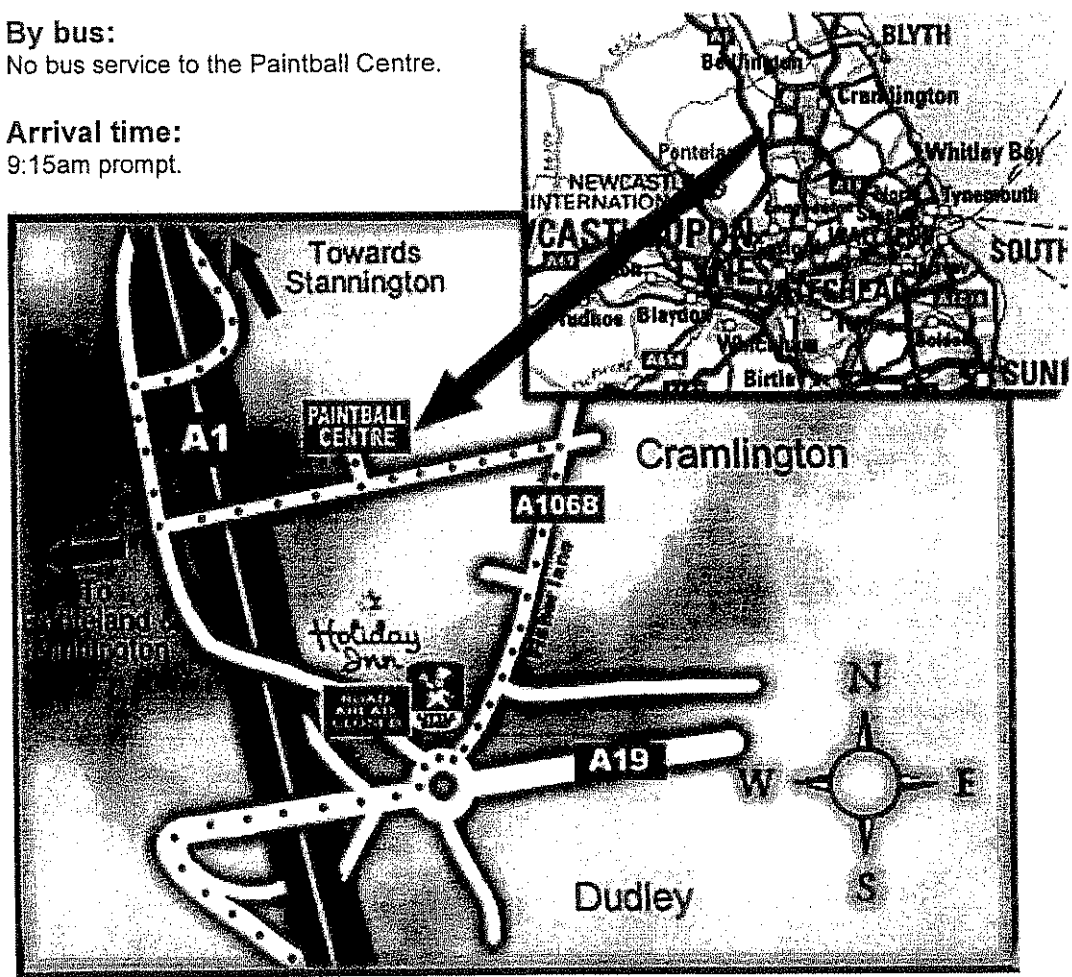
The closest station is Cramlington Train station. You will need to take an inexpensive taxi to the Paintball Centre.

By bus:

No bus service to the Paintball Centre.

Arrival time:

9:15am prompt.



Information for parents

Dear Parent/Guardian,

Please read the following fact sheet, then complete the Registration Form (on behalf of your child) and return it to the person organising the paintball trip.

- Suitable for most children from 11 years of age.
- Timid children may not enjoy the activity as much as sporty, tree climbing kids. Please use your discretion in deciding whether or not it would appeal to a particular individual.
- Children will receive full instruction and supervision.
- We have years of experience in the provision of paintball games, during which time tens of thousands of children have participated in the activity.
- Paintballs can bruise the skin. Your child is likely to come home with harmless bruises (though some can be impressive). However, the activity is far safer than football and rugby; for example, we have never had any child suffer a broken bone – an occurrence that is sadly all too common in mainstream sports.
- When playing paintball games, all people are equal; the game does not depend on physical prowess, strength or stature. However, it is our practice to separate children and adult groups. Nevertheless, the administration of events remains in the discretion of the Centre Manager, and he may for example, permit one or two fathers to participate in a children's game, or indeed allow children to participate in an adult game, if appropriate in the circumstances.
- Paintballs are gelatin skinned, and designed to burst harmlessly on impact. They contain a vegetable based "paint", which is water soluble, and will readily wash out of clothing.
- Children should wear old clothes. The most suitable footwear would be a light boot (with ankle support and grip – such as a Timberland boot), but old trainers are most commonly worn.
- The most important safety rule is that players must keep their goggles on, and tightly adjusted, at all times when in the game zones. If any child breaches this rule, for any reason whatsoever, they will be excluded from participating in the event – this rule is strictly enforced, and exists to protect children from a potentially serious injury.
- Where the party comprises children under 14 years of age, we very much recommend that a responsible adult remain at the centre throughout the event. Their role is to ensure shoelaces are tied, goggles are cleaned/adjusted, and that the children in their charge behave sensibly and safely.

REGISTRATION FORM (Players under 16 years of age)

To be completed by parent or guardian

AB

Date of Game: / /

Your Title: Mr Mrs Miss Ms

Your Forename:

Your Surname:

Contact Mobile No:

Contact Email: @

House No: OR House Name:

Postcode:

Full Address:



33007

Organiser's Name:

Incomplete, incorrect, or illegible name/email/mob tel/address will result in your child being unable to participate in the day's paintball game. It is necessary to complete this form in its entirety.

REGISTRATION FORM (Players under 16 years of age)

Please read and complete the following on behalf of your child:

I agree to allow my child,

Child's Forename:

Child's Surname:

To participate in the paintball event entirely at their own risk. I recognise that there are hazards in the woods such as fallen trees, sharp objects, holes, trip hazards and that pellets can bruise or break skin. I confirm that the operators shall not be liable for any loss or damage, cost or expenses arising from my child's attendance which was not reasonably foreseeable by the operator on the date of attendance at this centre, except in the respect of death or personal injury resulting from any act or omission on the part of the operator. An accident book is available and any injury to a participant must be notified to the operator, recorded in it and signed by the injured person or their representative. I understand that vehicles are parked at the owner's risk, and I note the advisability of wearing jewellery that may become entangled or otherwise cause injury during the event. I understand that any paintballs purchased during the day become the player's responsibility from the time of purchase; the organisers shall not be responsible for replacing any paintballs that might become lost, stolen or accidentally broken. I confirm and agree he/she will never deliberately shoot anyone in the face or head, or at a distance of less than six feet, that he/she will wear their goggles and not remove them in the playing area, and that he/she will obey all reasonable requests of the centre's marshalling personnel. It is the player's responsibility to ensure that the goggles, with which he/she shall be issued, fit properly, and that the straps are adjusted so as to hold the goggles sufficiently tightly against their face to prevent them from slipping when in use. If in any doubt about how to adjust the goggles, he/she will immediately seek advice from a member of the marshalling staff. Under no circumstances will he/she participate in any part of the paintball event, if their goggles are not, at all times, held firmly against their face. I accept that if he/she lifts or removes his/her goggles for any reason whatsoever when in the gun or games zones, he/she will be excluded from participating in the activity for the remainder of the day and that no refund will be given nor any excuse accepted. In signing this registration form, I accept membership of the UK Paintball Association on behalf of my child. I also cast my proxy vote for the UKPBA to Delta Force Paintball. I accept that the division of guests into teams is at the discretion of the centre manager, who will take their wishes into consideration, but will make the final decision using his own discretion (ie: a player may not be able to play against their chosen opponents, and their party may be required to split in two and play against each other, or against another team). I accept that paintballs are sold in bags or scoops of approximate quantity only. These measures are not exact; any reference to a price per ball is taken as an approximation only. Any shortfall should be reported to the centre manager immediately, any excesses for the player to enjoy. Only paintballs supplied by this firm, on the day of the visit, may be used at the centre. Check box to receive no further information on exhibitions and special offers from Delta Force and selected partners:

I confirm that I believe my child to be physically fit and able to participate in the game and recognise that the game may require a high level of exertion. Please declare to the centre manager, any illnesses such as asthma, heart disease etc as they may be aggravated by playing paintball.



33007

Signature: _____

Date: / /

The Aims and Objectives of our chosen event

We decided on these aims and objectives by discussing in our group, why we are running this event and what we want to achieve by running our event.

The Aims and Objectives of our event are as follows:

- We want everyone to have a good time over the 3 days. We decided to measure this by giving out questionnaires and by having face to face conversations with people who take part in the planned activities. We will analyse any feedback gained from questionnaires and conversations to decide whether our event has been a success. Also, this feedback can be used in our evaluations.
- To learn how to work well as a team and to learn new skills, including communication and leadership skills. We will measure this by observing people, watching them visually and by taking photographs. This will be done before and after each event.
- To break even by the end of the unit. The group will be able to tell if we have broken even by looking at our break even analysis table and other financial reports.
- To promote local tourism attractions. We will be advertising our event to gain interest and raise awareness. In turn, this will be promoting the local attractions that we are visiting.
- To gather information on adventure tourism for our next assignment.

Objectives
of
group
project.

We decided, as a group, that the aims and objectives must be SMART. This acronym stands for:

- **Specific** - they apply to the chosen event
- **Measurable** - they can be measured and assessed for effectiveness and it will be apparent when they have been achieved.
- **Achievable** - the event can be staged and objectives met within the deadline set
- **Realistic** - organised within financial boundaries to meet the objectives
- **Timed** - deadlines are set for completion of the event and all necessary steps leading up to it.

We are using the SMART criteria as it will help make our aims and objectives easier to meet. SMART objectives are necessary so that when you make aims and objectives and apply the SMART criteria it makes them possible to meet.

A01: Theory
of risk
assessments.

Risk Assessments

A Risk Assessment is a document that must be produced for all local authorities and institutions and it must be carried out thoroughly. It covers all aspects of the event and for each aspect, it identifies the level of risk, the people at risk, how that risk will be controlled and any further actions needed.

They are produced to highlight any risks that may occur during an adventurous school trip, and the LEA now demands these for every activity coming into this category. It covers all aspects of the trip including transport accommodation and all aspects of the activity itself.

They are produced by rating the activity on a scale of 1-5, where the chance of a particular risk or hazard happening is very likely to happen at 5 and almost never going to happen at 1.

Next, the outcome or consequence is considered on a scale of 1-5, where an accident at scale 5 could end up in a person being disabled and at scale 1 it would be where there had been a minor accident such as a bruise.

The risk level is obtained by multiplying both of these scales together.

It is important to have a risk assessment to make sure that people taking part in an activity are as safe as possible and so any unnecessary activities can be avoided by working out the risks of different things.

A risk assessment is relevant to our event, as we are taking part in adventurous activities and we need to make sure that there is a low risk level of any getting injured during the activities so that everyone will be safe.

AD1: Chosen
event
venue risk
assessments -
(P34-
41!)

health + safety
preparation.

34

Delta Force Risk Assessment

— Initial Paintball risk
assessment

The following forms an outline of risk assessment with a normal days visit to a Delta Force centre.

Centre Facilities

1. The games are hosted from a fully surrounded netted/boarded base camp area, known as the safe zone.
2. Within the safe zone are the seating areas, the kitchen, the shop, and the toilet facilities.
3. The centre manager is in charge of the safe operation of the day and he will be principally located within the safe area.

Equipment

1. There are no paintball markers or gas bottles permitted within the safe area. If members of your group wish to bring their own markers to the event they will have to be kept in the gun zone for the duration of the day.
2. Any own gun markers are only to be used at the manager's discretion, and are subject to a velocity inspection prior to use.
3. Only approved paintball safety masks may be worn. Any own paintball masks are only permitted by prior inspection by the manager.
4. Only fully biodegradable, fresh paintballs supplied by Delta Force may be used during the day. No own paintballs will be permitted, as their condition and source cannot be verified as safe.
5. All supplied Delta Force equipment is fully compliant with current paintball regulations and is specifically designed for paintball games.

Procedures

1. A safety brief is given prior to any games being played. All players must receive this brief prior to playing their first games.
2. Every player's mask is touch-tested by a marshal prior to leaving the safe zone and moving into the gun zone.
3. All players must obey safety instructions given by marshalling staff.
4. No guns are allowed back into the safe zone after the games have returned from the field.

Food

1. The BBQ lunch is prepared by Delta Force staff. These staff are hygiene-certified or are under the direct supervision of a hygiene-certified manager.
2. Food is prepared under the health and safety directives laid out in our operating guidelines.

Accidents

1. The centre manager is first aid trained and is the principal first aider on site.
2. If the need arises, the centre manager will call the emergency services as per our operating guidelines.

The Delta Force health and safety operating manual has further information covering these points in detail.

(A)



HIGH ACHIEVERS

**Educational Visit Application
for Approval
EV1**

Group	A2 Single Travel & Tourism (Travel Troopers)	
Group Leader	L. Bradley / N. Cooper	
<p>The group leader should complete this form as soon as possible once the arrangements have been discussed with EVC. The group leader should have already received approval of the proposed visit in principle and should have regularly updated the EVC on the progress of the preparations. EV3 should not be given to parents and cover must not be requested until you have an EV2 confirmation form. This must be at least seven days before the visit.</p> <p>Proposed letters to parents and risk assessment form must be attached for approval.</p> <p>The EVC should be informed of any subsequent changes in planning, organisation and/or staffing.</p>		
1	Purpose of the visit and specific educational objectives For A2 T&T group to complete their unit 10 assignment	
2	Places to be visited Go biastic (Paintballing) Whicken Torns outdoor activities Megabowl (Metrocentre) Centre	
3	Dates and times 2 separate days } Date of Departure 13/14 Feb Time 9 am } for both days Date of Return 13/14 Feb Time 3pm }	
4	Transport arrangements 13 ^m Feb - Green mountain bus booked 14 ^m Feb own transport.	
5	Organising company/agency (if any) include licence reference number if the body is registered with the Adventure Activities Licensing Authority. Attach EV10 if external activity provider used Name <u>N/A</u> Telephone _____ Address _____ Licence Number _____ If registered _____	
6	Proposed cost and financial arrangements £40 (two payments of £20)	
7	Accommodation to be used Name <u>N/A</u> Address _____ Telephone Number _____ Name of Head of Centre _____ (if applicable)	

20 Sixth Form

H01: arranging insurance for event.

TO:
Newcastle City Council
EDUCATION ACCOUNTANCY, Room 303
Civic Centre
Barras Bridge
Newcastle upon Tyne
NE1 8PU

SCHOOL JOURNEY INSURANCE REQUEST

1.	Name of School/Organisation	<input type="text"/>
2.	Date journey commences:	<input type="text" value="13<sup>th</sup> February 2007"/>
3.	Date journey ends:	<input "="" ""="" type="text" value=" "/>
4.	Mode of Travel	<input type="text" value="Coach"/>
5.	Destination (Please specify exact location):	<input type="text" value="Belsay"/>
6.	Activities (Please specify):	<input type="text" value="Paintballing"/>
7.	Number of days: <u>1</u>x
8.	Number of persons in party: <u>22</u>x
9.	Rate per person per day: <u>13p</u>
10.	Premium <u>£2.86</u>

Signature: [Signature]

Position Teacher of Business Studies Date 18.01.07

R. Ferguson

AO1: group assessment for coach travel on day 1.

Risk assessment for travel arrangements

Hazard/Activity	Person at Risk	How could be Harm	Control Measures	Risk Rating
Traffic accident, Coach travel	Pupils and staff	Accident	<ul style="list-style-type: none"> ➤ Coach must meet LEA recommendations ➤ Coach must have seatbelts ➤ Supervision ratio properly assessed ➤ Parked properly, so pupils and staff can enter and exit the coach safely ➤ Head counts getting on and off coach ➤ breakdown arrangement and emergency number for the school 	Low
On Foot	Pupils and staff	Injury or separation	<ul style="list-style-type: none"> ➤ plan to avoid fast/ busy roads ➤ supervision assessed ➤ pavements and crossings to be used when ever possible ➤ pupils to be briefed on possible hazards and that they are required to behave in a suitable manner 	Medium



Confirmation for visit
to go ahead
EV2

101

To be completed by the senior teacher responsible for school visits

To the group leader L Bradley / N Cooper

I have studied this application and am satisfied with all aspects including the planning, organisation and staffing of this visit to Metro Centre /. School approval is given for this category A or B visit Whickham Thorns

- 1 Please ensure that I have all relevant information including a final list of group members, details on parental consent and a detailed itinerary at least seven days before your group is due to leave.
- 2 Please ensure arrangements are made for all students to be briefed prior to the visit and de-briefed on return.
- 3 Your report and evaluation of the visit including details of any incidents should be with me as soon as possible but no later than 14 days after your return.
- 4 Insurance has now been raised for this activity (If applicable)

Signed S. S. Edwards Date 30.1.07

LEA must be informed of category B visits for recording and information purposes. Form EV1 should be copied to the LEA officer

Advice and signature to support the schools' approval for category C and D visits must be obtained before plans are taken beyond a provisional stage. Form EV1 and school approval EV2 upper part should be completed and forwarded to the LEA officer for process and return.

Advice to support school/governors approval of this category C or D visit :-

is granted / not granted

Signed _____ date _____

Delta Force Risk Assessment

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Equipment

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1. The BBQ lunch is prepared by Delta Force staff. These staff are hygiene-certified or are under the direct supervision of a hygiene-certified manager.
2. Food is prepared under the health and safety directives laid out in our operating guidelines.

Accidents

1. The centre manager is first aid trained and is the principal first aider on site.
2. If the need arises, the centre manager will call the emergency services as per our operating guidelines.

The Delta Force health and safety operating manual has further information covering these points in detail.

*A01: Megabowl
Bowling NSK
assessment!*

<p>Refer to: Health and Safety Manual</p> <p>Other Documents: Health and safety procedures. General Risk Assessments, Fire Assessments.</p>	<p>Assessor: Andrew Goudie</p> <p>Review Date: What would prompt an earlier review? . Local authority action / change of layout of premises, accident or dangerous occurrence.</p>	<p>Assessment Date: 22/07/04</p>
<p>Unit: YORK METROCENTRE GATESHEAD School Parties</p> <p>MEGABOWL Risk Assessment</p>		
<p>Circumstances or activity: Bowling and Evacuation in Event of Emergency</p> <p>Equipment / location / procedure Bowling equipment, Bowling Lanes</p>		
<p>Hazard: Slips, trips, falls, entanglement with machinery, injuries from incorrect ball handling/ incorrect use of equipment.</p>	<p>Persons affected: Young children, Escorted School parties</p>	<p>Persons especially at risk: Very young children, unescorted / unsupervised children.</p>
<p>Severity of Harm – Mild to Very Severe</p> <p>Likelihood of harm: Likely</p>		
<p>Existing steps to reduce the risk: School parties are briefed by the Duty Manager / lane staff on correct procedures while bowling on the lanes. The Duty Manager ensures that they are available to answer any questions asked by the supervising adults. Fire emergency procedures are explained at the start of the visit. The risk assessment is made available on request from the school. First aid facilities and trained staff present during visit. Staff allocated to assist on Lanes as necessary.</p>		
<p>Residual risk (with existing controls) Acceptable</p> <p>Does more need to be done? No</p>		
<p>Additional controls necessary:</p>		
<p>Six monthly review - No additional controls required at present. may change following review</p>		
<p>Persons responsible: General Manager: Jonny Soesan</p>	<p>Date to be completed: 01/06/05</p>	<p>Date action completed 05/06/05</p> <p>Completion checked by: Steven Moore</p>

Suzanne Broughton
Sales Co-Ordinator

Regards

As requested attached risk assessment and invoice. If you have any queries please contact us on 0191 4600 444.

To : Mrs L Bradley
Sent : 26/09/2006 at 14:14:36
Subject : Invoice/Risk assessment

From : Sales Office Metro
Pages : 3 (including Cover)

FACSIMILE COVER PAGE

From: sales office metro 10: Mrs L Bradley

Date: 26/09/2006 Time: 14:14:40

Page 1 of 4

MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATION



RISK ASSESSMENT RECORD

Establishment:
 Name of Assessor (Print name):
 Service:
 Position:
 Date:
 Review Date:

A07: Whickham Thorns - Snow Tubing risk assessment

ACTIVITY/PROCESS OCCUPATION	WHAT HAZARDS TO HEALTH AND/OR SAFETY EXIST?	WHAT RISKS DO THEY POSE TO EMPLOYEES AND OTHER PERSONS?	CONTROL MEASURES/ PRECAUTIONS ALREADY TAKEN	RISK LEVEL ACHIEVED (H,M OR L)	ARE ADDITIONAL MEASURES NECESSARY NOTE: THIS SECTION MUST BE COMPLETED IF RISK HIGH
One hour/one and a half hour sledging sessions with Whickham Thorns instructor. Forms part of the school day packages	Collisions / falling etc.	Various to staff and public.	Daily checks carried out to ensure slope is safe. All staff instructors have undergone induction training and recieved a copy of the generic session plan. Sessions regularly monitored by management. First Aid available at all times. All users must wear gloves and have arms and legs covered. Length of run decided by slip/grip properties of slope at time of session. Maximum of 20 students to one instructor plus teacher/group leader in attendance at all times. Instructor to carry radio and to contact centre if accidents occur.	L	

N.B. RISK ASSESSMENT IS A CONTINUOUS PROCESS - SIGNIFICANT CHANGES IN THE WORKING ENVIRONMENT REQUIRES A RE-ASSESSMENT OF THE WORK

Are there any special groups at risk?
 If yes, who are these and how many?
 Assessment No

CARRYING OUT A RISK ASSESSMENT

1. Appoint a competent person to do it.

This should be someone who understands the activity and the process of risk assessment.

2. Look for the hazards.

A hazard is anything that can cause injury/ill health, for example electricity, machinery, tripping hazards etc.

Ignore the trivial hazards and concentrate on the significant hazards which could result in serious harm or could affect several people.

3. Assess the risks arising from the hazards identified and who may be harmed.

Risk is the probability that someone may be harmed by the activity.

A judgement should be made whether the risks from each hazard have been adequately controlled. You should take into account legal requirements and accepted best practice in your area of work. In doing this ask what precautions have already been taken and if the remaining level is low, medium or high.

A control measure is anything that will reduce the risk of injury/ill health. If possible avoid or eliminate the hazard altogether. For example by re-routing a trailing lead. If this is not possible, reduce the risks, such as by fitting cable covers.

4. Are additional precautions necessary.

Any additional measures should be prioritised with timescales for action and the person responsible for carrying them out identified. The Health and Safety Section may be contacted for advice on 4333000 ext. 2280/81 or 2270/72.

5. Record and review your findings.

The findings of the assessment should be recorded on the Council pro-forma and brought to the attention of anyone who may need to know. They should be integrated with the management systems of the Service, so they become part of the normal day to day management of service activities. Assessments should be reviewed at least annually or if the original assessment is no longer valid.



RISK ASSESSMENT RECORD

Establishment
 Name of Assessor (Print name)
 Service
 Position
 Date
 Review Date

107: Whickham Thorns - Assault course risk assessment.

ACTIVITY/PROCESS OCCUPATION	WHAT HAZARDS TO HEALTH AND/OR SAFETY EXIST?	WHAT RISKS DO THEY POSE TO EMPLOYEES AND OTHER PERSONS?	CONTROL MEASURES/ PRECAUTIONS ALREADY TAKEN	RISK LEVEL ACHIEVED (H,M OR L)	ARE ADDITIONAL MEASURES NECESSARY NOTE: THIS SECTION MUST BE COMPLETED IF RISK HIGH
One hour/one and a half hour assault course sessions with Whickham Thorns instructor. Forms part of the school day packages	Frosty or wet conditions. Uneven ground around course. * As of March 2006 till September 2008 building contractors will be using the approach road to our main carpark as part of their access to the Kingsmeadow School site gate. A crossing point will be marked out with a white "ZEBRA CROSSING" area showing drivers where the public and customers will cross. Instructors with groups will escort the full group over the crossing to and from the assault course.	Various injuries to staff and public.	Daily checks of course. All staff instructors have undergone induction training and recieved a copy of the generic session plan. Sessions regularly monitored by management. First Aid available at all times. Certain obstacles missed out depending on weather or age of participants. Maximum number of 12 students to one staff instructor plus teacher/group leader in attendance at all times. Instructor to carry radio and to contact centre if accidents occur.	L	

N.B. RISK ASSESSMENT IS A CONTINUOUS PROCESS - SIGNIFICANT CHANGES IN THE WORKING ENVIRONMENT REQUIRES A RE-ASSESSMENT OF THE WORK

Are there any special groups at risk?

If yes, who are these and how many?

Assessment No

CARRYING OUT A RISK ASSESSMENT

1. Appoint a competent person to do it.

This should be someone who understands the activity and the process of risk assessment.

2. Look for the hazards.

A hazard is anything that can cause injury/ill health, for example electricity, machinery, tripping hazards etc. Ignore the trivial hazards and concentrate on the significant hazards which could result in serious harm or could affect several people.

3. Assess the risks arising from the hazards identified and who may be harmed.

Risk is the probability that someone may be harmed by the activity.

A judgement should be made whether the risks from each hazard have been adequately controlled. You should take into account legal requirements and accepted best practice in your area of work. In doing this ask what precautions have already been taken and if the remaining level is low, medium or high.

A control measure is anything that will reduce the risk of injury/ill health. If possible avoid or eliminate the hazard altogether. For example by re-routing a trailing lead. If this is not possible, reduce the risks, such as by fitting cable covers.

4. Are additional precautions necessary.

Any additional measures should be prioritised with timescales for action and the person responsible for carrying them out identified. The Health and Safety Section may be contacted for advice on 4333000 ext. 2280/81 or 2270/72.

5. Record and review your findings.

The findings of the assessment should be recorded on the Council pro-forma and brought to the attention of anyone who may need to know. They should be integrated with the management systems of the Service, so they become part of the normal day to day management of service activities. Assessments should be reviewed at least annually or if the original assessment is no longer valid.

AO1: Business planning (theory + application to chosen event)

The Business Plan

Definition: A Business Plan is a plan for the development of a business giving forecasts of items such as sales, costs and cash flow.

Roles and Responsibilities

AO1: team roles

At the beginning of the unit, the size of the group was 7 students. However, two members decided to leave the course. Their job roles were then re-designated to other members of the group.

The job roles were allocated by picking names out of a hat. This made sure that it was fair as everyone had an equal chance of being picked for a particular role. We allocated a job role to each person, so that a group member was in charge of a particular section and carry out the necessary work. This made it easier for the group as it meant that we could focus on a job and complete it quicker.

factors influencing selection

considering for the required event project

Rebecca Farquhar

Job role: Chairperson

This Chairperson is in charge of the organisation or company. They lead the group and make the final decisions. If a person has a problem then they come to this person for help and support to deal with the problem.

Team structure + roles + responsibilities

Becky Boakes

Job role: Secretary

A Secretary is an administrative support position. This person performs all of the admin work e.g. writing agendas and minutes for meetings and typing up and sending out letters to customers.

Julie Cooperthwaite

Job role: Marketing Manager

The Marketing manager is responsible for marketing and promoting the products and services of an organization, i.e. in this case promoting the event using different methods e.g. posters, assemblies etc. Also, the marketing manager, at times needs to write letters to customers.

Rebecca Farquhar

Job role: Legal Aspects Manager

The Legal Aspects manager deals with laws, legislation and regulations such as the Data Protection Act and Health and Safety issues such as making sure people have insurance and that risk assessments have been carried out for necessary activities.

Rachael Stempczyk

Job role: Finance Manager

A Financial secretary deals with factors like the money in and out of an



organisation. The finance manager also deals with the purchase or sale of goods and services, collection of dues and employment wages.

Sara Brennan

Job role: Physical Resources Manager

The Physical resources manager organises all of the equipment that is needed for an event, including equipment at the venue and any materials that will be needed.

AO1: Importance of teamwork

Teamworking

Dr. Meredith Belbin, a UK academic and consultant, developed the Belbin Team Roles model in the late 1970's. She produced a key book titled 'Management Teams - Why they Succeed or Fail' was first published in 1981. From statistics that Belbin Associated produced, it showed that the Belbin Team Roles model is used by over 40% of the UK's top 100 companies and thousands of more international companies.

Belbin identified a set of eight roles; if they are all present in a team it provides a good balance and an increased likelihood of success. These roles increased to nine, where the 'Specialist' role was added. The names of some of the roles have been changed due to political correctness and changing attitudes in organisations.

All of the roles play an important part in every team. Some of the roles are more extraverted (outgoing) where some are more introverted (inward-looking).

Below is a list of Belbin's team roles and descriptions

Role Name	Strengths and Styles
Coordinator (CO)*	Able to get others working to a shared aim; confident, mature - (originally called 'Chairman' by Belbin).
Shaper (SH)*	Motivated, energetic, achievement-driven, assertive, competitive.
Plant (PL)*	Innovative, inventive, creative, original, imaginative, unorthodox, problem-solving.
Monitor-Evaluator (ME)	Serious, prudent, critical thinker, analytical.
Implementer (IMP)	Systematic, common sense, loyal, structured, reliable, dependable, practicable, efficient (originally called 'Company Workers').

Success criteria for team work.

Resource Investigator (RI)*	Quick, good communicator, networker, outgoing, affable, seeks and finds options, negotiator.
Team Worker (TW)	Supportive, sociable, flexible, adaptable, perceptive, listener, calming, influence, mediator.
Completer-Finisher (CF)	Attention to detail, accurate, high standards, quality orientated, delivers to schedule and specification.
Specialist (SP)	Technical expert, highly focused capability and knowledge, driven by professional standards and dedication to personal subject area.

* Belbin suggested that these roles are more extravert than introvert.

The proactivity, direction, attitude and motivation of any roles, in a Belbin context, depend on a wide variety of factors that include alignment of organisational and personal aims and values, personal circumstances, emotional maturity, life-stage, leadership, reward systems and more. Greater understanding of these issues can be achieved by considering many different behavioral perspectives, theories and models.

The simplest point relating to motivation is that people respond to different stimuli. The more we understand about people and our self, the more we can understand about what motivates us.

When people perform and work in a way that is natural to them, they are more motivated and happy. Expecting a person with a particular personality type to perform well and enthusiastically in a role that is foreign to their natural preferences and strengths is not helpful for anyone.

'Belbin team roles' within teams

Below is a list of the roles and a description about what qualities a person should have for a particular job. We had a group discussion to see which team role would suit each group member the most.

The Coordinator clarifies group objectives, sets the agenda, establishes priorities, selects problems, sums up and is decisive, but does not dominate discussions. We

Factors which influence how well the team works.

decided that Rebecca is most suited to this role, as she is the Chairperson, and brings up deadlines that need to be met and she is good at making decisions.

The Shaper gives shape to the team effort, looking for pattern in discussions and practical consideration regarding the feasibility of the project. Can steamroller the team, but gets results.

The Plant is the source of original ideas, suggestions and proposals that are usually original and radical.

We decided that Becky was somewhere in between the Shaper and the Plant, because contributes some good ideas the group and she can be quite persistent in giving her opinion but this gets her heard, which benefits us from hearing her good ideas.

The Monitor-Evaluator contributes a measured and dispassionate analysis and, through objectivity, stops the team committing itself to a misguided task.

The Implementer turns decisions and strategies into defined and manageable tasks, sorting out objectives and pursuing them logically.

We decided that Sarah was somewhere in between a Monitor-Evaluator and an Implementer. This was because she thinks about tasks logically and is objective in her work. She thinks further ahead to make sure that we don't commit to the wrong things.

The Resource Investigator goes outside the team to bring ideas, information and developments to it. They are the team's sales person, diplomat, and liaison officer and explore. We decided that this role was most like me. This is because I think outside of our project to try and make it more successful. It shows that there are lots of jobs for it, which I feel I also do. Some people tend to take a back seat in their job, where I tend to try and pull the group together and sort of take a natural leader role on to make everything work.

The Team Worker operates against division and disruption in the team, like cement, particular in times of stress and pressure. We decided that Rachael is most suited to this role. This was because we felt like she avoided any disruption the team and wanted everything to run smoothly.

The Finisher maintains a permanent sense of urgency with relentless follow-through. We decided that we all contribute to this role, trying to complete the project and making it the best we possibly can.

All of these roles have value and are missed when not in a team; there are no stars or extras. This makes our team a success, as we have a role from Belbin's team roles for each group member.

Act: group roles
+
Belbin
descriptors

Proves
the roles
have
been
assigned
to
the
purpose

101

An individual's team role can be determined by the completion of a Belbin questionnaire. It is not essential that teams comprise eight people each fulfilling one of the roles listed above, but that people who are aware and capable of carrying out these roles should be present.

In small teams, people can assume more than one role, as we have done in our team.

In addition, analysing existing teams and their performance or behavior, using these team role concepts can lead to improvements, for example:

- Under-achievement demands a good coordinator or finisher
- Conflict requires a team worker or strong coordinator
- Mediocre performance needs a resource investigator, innovator or shaper
- Error prone teams need an evaluator
- Different roles are important in different circumstances, for example:
- New teams need a strong shaper to get started
- Competitive situations demand an innovator with good ideas
- In areas of high risk, a good evaluator may be needed
- Teams should, therefore, be analyzed both in terms of what team roles members can play, and also in relation to what team skills are most needed.

Despite having well defined roles within a team, the interaction between the different personalities of individuals can be a frequent source of friction. However, this can largely be avoided by understanding and valuing people's differences.

*team
building +
interaction!*

We as a group know how important it is to work well as a team, so that 'Travel Troopers' succeeds in our project and running our event. We assigned roles so that we can concentrate on our particular jobs and make our event as successful as possible.

Aim: consideration
of target
market.

Customers, their needs and how we will meet them

The target market for our event is 16-19 year old 6th form students from Gosforth High School. We are opening up the event to both male and female students, even though our class is all girls, as we don't think it will be fair to just let girls come along. Their needs are to enjoy themselves and this will be met as we have chosen to do activities that are exciting for their age group, where they will be moving around and be involved with other members of the group.

This can be seen from the results of the questionnaire, as the activities that were chosen were all fun, energetic activities, and we will therefore meet the needs of our customers. The needs of our customers are more important than the wants. It is necessary for their needs to be met as it is essential for the customers as they need the things listed in the needs section identified below.

However, it is still important to try and meet what customers want other wise they will be unhappy as their wants haven't been met so they won't enjoy the event as much as they would have, if these had of been met.

Needs

- For our event to be good value for money
- For our activities to be safe
- Transport to get to the venues
- Catering facilities
- Shelter, from bad weather
- For the transport to be safe

Wants

- For the activities to be fun
- For people on the trip to make friends with each other
- To learn about regional tourist attractions

AO1: Marketing plan, mix and event decisions.

Marketing the event

Market Research / Marketing Strategy

We designed and carried out a research survey to see what sort of activities students of this age group would like to take part in. As the marketing manager, I designed and carried out the survey. We then, as a group, looked at the research to decide on activities to take part in and the prices we will charge for the event etc. The following information shows the findings from our research:

- From the energetic activities, we found that respondents were most interested in Paintballing, Snow Tubing and participating in an Assault course.
- Students also showed an interest in taking part in Bowling.
- From the transportation question, we found that students had an equal opinion between a booked coach and private transport.
- Finally, from the price question, we found that students were willing to pay, on average, between £36.00 to £45.00 for the event.

The questionnaire is included after this section.

The Marketing Mix

marketing strategy

The marketing mix is a term used to describe the emphasis that an organisation puts on the four main factors that influence a customers' buying decision. Sometimes referred to as the 4 P's, the marketing mix looks at the Product, Price, Promotion and Place. It is important to get this mix right so that the product is successful. Sometimes in the travel and tourism industry, there are 6 P's, the four above along with People and Planning.

Product

The product that Travel Troopers is selling is a 2-day event including a variety of activities. The activities will consist of the following:

- Paintballing (including lunch and additional paintballs.)
- Bowling
- Participation in an Assault course
- Snow-tubing

appropriate?

The product we are selling is intangible, meaning it can't be touched. When our customers are going to buy a ticket from us, they can touch the ticket, but the product itself that we are selling, which is our 2-day event, cannot be touched as it is a service, making it intangible. We, therefore have to give our customers as much information about the event as possible, so it will attract their attention and encourage them to take part.

4P's = relevant info.

AO1: characteristic of 'travel & tourism' event!

Our product is also perishable. We have booked 20 places for our 2-day activities, but if we fail to attract 20 customers, we will lose out on the money that has been paid for their places. This makes our product that we are selling perishable as we could lose money and so it is important that we sell all 20 of the places for our event.

AO1

For our event, we are visiting three well known tourist attractions where we will take part in fun energetic activities. Our event will take place on the 13th and 14th February. As these are in the winter months, we had to consider whether they would be open, as some attractions close at this time of year. This is known as seasonality, when an organisation may close due to the time of year as the attraction may have low visitor numbers. This was not, however, a problem for our group, as all three of the venues are open at the time of year we are planning to run our event.

There will be a coach hired for the first day, but private transport will be required on the second, as there were equal number of votes for that option in our questionnaire results. Lunch will be included in the price on the first day, but not on the second.

The research findings have had an impact on our chosen product as we selected activities based on our findings. Therefore, it should be popular, as the people who are going on the trip are the same age group as those who were the respondents of our research survey.

Price

The event will cost £40.00. This includes:

- Transport to and from Paintballing
- Full day Paintballing, lunch included plus additional paintballs
- Ten pin bowling (2 games)
- Assault course
- Snow Tubing

AO1: pricing decisions

appropriate to target mkt.

We based our choice of activities on the price range students selected as to what they thought was acceptable. We kept the cost down by only booking transport for day one, and not providing lunch or transport on day two. Therefore, the price of our activities is in line with the research findings.

appropriate ^{ness} for target market.

The price of our activities is quite an important factor as we are choosing to take students who are studying and may not have a job. They may not have any spare money to be able to afford to take part in the activities and so we made the price affordable.

Place

Tickets for our product will be sold at school as we will be able to keep in touch with the students on a regular basis and tell them any necessary information. The customers will receive a letter giving them details about the activities and they will then pay the first half of the money if they wish to take part. A second letter will give further details of the event. These letters are included after this section. The channel of distribution for the tickets will be through group members as customers will purchase the tickets from us. They will also be available in our teacher's office to purchase. It will be made clear to students as to where to buy

AO1: place

channels of distribution

tickets from, as all information will be on the poster.

AOT: PROMOTION decisions

Promotion

As I am the marketing manager, I am going to go into a 6th form assembly to market our event. I will tell students about what Travel Troopers are planning to do and will advise that if they are interested to contact a member of the group. I am also going to design a poster and put it up around the 6th form common room giving further details of the activity. These posters are included after this section. I am going to make this taking into consideration the AIDA principle. This acronym stands for **A**ttention, **I**nterest, **D**esire and **A**ction.

appropriately raising awareness

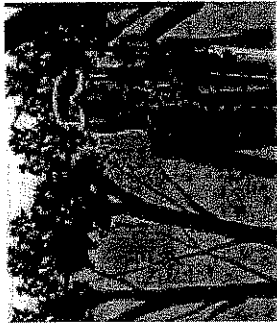
Attention – To attract the attention of the customer, we plan to make a poster using bright colours and pictures to get students attention and make them want to read further.

Interest – We are going to raise customer’s interest by demonstrating features, advantages, and benefits. This will include the day’s activities, which students will have a great time taking part in the activities and the fact that it is not to be missed out on.

Desire – We are going to convince customers that they want, and desire, our product and that it will satisfy their needs. We plan to do this by saying that we can offer students 2-day activities that are going to be value for money and fun, exciting and energetic days that are not to be missed!

Action – We will lead customers towards taking an action and/or purchasing by letting them know where to go for further information.

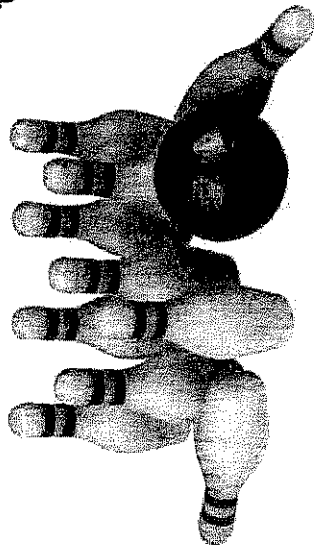
Travel Troopers fun days out!



Travel Troopers have arranged a fun-packed 2-day event to be held during Yellow week 2006.

Day one will consist of a full day paintballing at Go Ballistic, in Belsay and includes coach travel to and from the location, as well as lunch.

Day two is split between Ten Pin Bowling at the Megabowl in the MetroCentre, then spending the afternoon at Whickham Thorns – Snow Tubing and an Assault Course.



...all for an affordable £40!

For more information, see:

U11.

Alternatively, drop in to room 159 to see

A07

2nd version of poster displayed around the school.

57a

AOL: example of poster which was displayed around school to raise initial interest.

Travel Troopers

Paintballing

Megabowl

Snow tubing

Assault Course

For more information see

into Room 159 for more details.

appropriate info

op

Only £40.00 for all of the above activities!
2 days not to miss!!!

Questionnaire

*AOL:
Market
Research
questionnaire
+ findings.*

*strategy
to meet
the needs*

*of
the
target
market.*

We are planning to organise and run two separate days for 6th form students to participate in during Yellow Week in February 2007. We are interested in finding out the types of activities young people aged 16-19 would like to participate in if they were to get involved in our event.

1. We are thinking about spending one of the days participating in an energetic, fun activity. Rank the following activities in order of your preference:

*1
favourable
image to
ask
first!*

Paintballing	
Dry Slope Skiing	
Assault Course	
Snow Tubing	
Wall Climbing	

2. On one of the days, we are hoping to spend some time at the Metrocentre. Rank the following activities in order of you preference:

Cinema	()
Metroland	
Bowling	
Laser Quest	
Shopping	
Arcades	

3. Thinking about transportation, if you were to come on the trip how would you prefer to travel?

Bus (Booked coach)	
Private Transport	
Public Transport	
Other.....Please state	

4. What price do you think would be acceptable for a two day event including a selection of the activities above?

£25.00 - £35.00	
£36.00 - £45.00	
£46.00 - £50.00	
£51.00 plus	
Other....Please state	

Our Ref: LIB/NJC - RF

5th October 2006

Dear Parent/Guardian

AO1: example of 1st letter sent out to customers (marketing)

Travel Troopers

We at Travel Troopers are a group of Single A2 Travel and Tourism students. For one of our assignments we have to organise and manage some form of event or trip. As a result of this we have started up the company Travel Troopers and we have organised 2 day trips for the 13th and 14th February. We would like to offer you the opportunity of taking part in the trips that we have organised. Both trips will take part in February Reading Week and so no lessons will be missed.

13th February

On the first day we are going Paintballing at Go Ballistic which is located near Belsay. Lunch and transport are included in the overall price for the day.

14th February

On the second day we are offering 2 games of ten pin bowling at the Megabowl complex, at the Metrocentre. Lunch will then be taken at the Metro Centre before making our way to the Whickham Thorns Outdoor Activity Centre where we will take part in an Assault Course and Snow Tubing. Transport for this day will not be provided and so you will be expected to find your own way there and back home.

The overall price for the activities outlined above is £40. This includes; a day of paintballing, 200 paint balls, lunch at the Go Ballistic Venue, transport for the first day, 2 games of ten pin bowling and participation in both the assault course and snow tubing activity. Lunch on the second day is an additional charge which you will be expected to pay for. Alternatively you could bring a packed lunch with you.

If you are interested and would like to come we require a deposit of £20.00 to be handed in by Monday 16th October. This deposit will be non-refundable and as there are only 15 places available, booking will be on a first come first serve basis. A further letter will be sent out to remind you when to pay the balance which will be £20 and will be expected in at the end of November. All monies/cheques and tear off slips should be returned to Miss Cooper in room 159.

Attached to this letter is a medical consent form which must be filled in and returned with the deposit and tear off slip. This is essential information necessary for the trip to be given school and LEA approval to go ahead.

Yours sincerely

H

ERS



Please return this slip to

ment

Name: _____ Form: _____

I give permission for my son/daughter to participate in both the trips outlined above and I have enclosed a deposit of £20. (Cheques should be made payable to Gosforth High School Fund and your child's name and form should be written on the back)

Signed (parent/guardian): _____

Date: _____

Travel Troopers

*AD: example of
2nd letter
sent out
to customers.
(marketing).*

Our Ref: NJC - RF

17th January 2007

Dear Parent/Guardian

I am writing to you as your son/daughter will be taking part in 2 day trips on the 13th and 14th February, during Reading Week.

On Tuesday 13th February, your son/daughter will need to be at school for 9 a.m. The coach will depart at 9.30 for Go Ballistic Outdoor Paintballing, Belsay. We are going to take part in paintballing activities throughout the day, and will break around midday for a BBQ lunch. We will depart from Belsay at approximately 3.30 p.m. and expect to arrive back at school at around 4.30 p.m.

On Wednesday 14th February, your son/daughter will need to make their own way to the Metrocentre, where we will meet at 9.45 a.m. outside the Yellow Mall. Students will take part in 2 games of bowling with a short break in between. We will break for lunch around midday for about an hour. Students will then make their own way to Whickham Thorns Outdoor Activity Centre, where they will be split into 2 groups and participate in an Assault course and Snow Tubing. After the activities, students will make their own way home.

Students should wear clothes or bring a change of clothing that they don't mind ruining or getting dirty, as some activities such as Paintballing and the Assault course can be very messy. They are also reminded to bring the following items, a packed lunch on day 1, gloves for Snow Tubing and money for lunch on day.

The second payment of £20.00 needs to be handed in by Friday 19th January. All monies/cheques should be returned to in room 159.

Yours faithfully

A07: physical resource requirements

Physical Resources

For our event to be successful, we need to have a range of physical resources.

Our physical resources requirements are:

- Venue - Where the event will be held
- Equipment - What we need to carry out the event
- Materials - What we need to help us with the event

1. Venue:

The venues will vary depending on what type of event it is. The venue for our group events will be at three different places for each day of the event, ours being Go Ballistic outdoor paintballing, Megabowl at the Metrocentre and Whickham Thorns activity centre. All of these places are in Newcastle upon Tyne. All of these venues can accommodate the 20 people plus two members of teaching staff. The venues are suitable for our events as our activities are fun and energetic and these places can offer the activities which will satisfy this requirement.

2. Parking:

On the first day of our event, we will be traveling by coach and there is space for the coach to drop and pick up the group at the paintballing venue. On the second day, when we are making our own way to the activities, there is free car parking at the Metrocentre and also at Whickham Thorns. All venues are highly accessible and suitable for the all people taking part in the event.

3. Catering

At all venues, there are catering services available. At the paintballing venue lunch will be included in the price and there are also picnic facilities for the group to eat their lunch at. On the second day, there are various places where the group will be able to have some lunch in and around the Metrocentre and at Whickham Thorns.

4. Equipment Resources

The stationery that we will need for our event is paper and pens. This will be to write any feedback that people have regarding the event so we can analyse how well our event went and if people enjoyed it. Also, to ensure that any negative feedback can be recorded which can also be used by the group members when evaluating our event.

All of the people in the group running the event will wear a t-shirt, which we are going to paint 'Travel Troopers' on with fabric paint. We decided to wear one so other people taking part in our event, our customers, will be able to recognise us easily if they need any help or have any problems.

5. Staffing Resources

As we have organised the event, we will be in charge informing people what will be happening and making sure everything runs smoothly. There will be one

female member of teaching staff accompanying us at the event which will be our teacher for the course. Another member of male non-teaching staff will also accompany us at the event. We have to take one member of female and male staff, because we are taking a mixed group of students. We also need a coach driver to drive us to the paintballing venue. There will be catering staff at the paintballing venue who will cook lunch for us, and on the second day, staff at the Metrocentre will cook lunch at whichever venue we choose to go to on the day.

6. Health and Safety Issues

When we are at all of the activities, there will be a First Aid box at all the venues in case there are minor accidents. We will also take our own First Aid box in case. There will also be toilet facilities at all venues.

7. Legal Issues

All students who participate in the event will have full insurance cover in case there are any accidents whilst at the venues. Any information that we receive about students going on the trip will be kept private, in compliance with the Data Protection Act. This means that we can't give away any personal details to anyone else. We also have to comply with fire regulations such as blocking fire exits at any of the venues and also on the coach to our event. We have to check that the equipment that we will be using to make sure it isn't broken or damaged so that it doesn't harm anyone else.

8. Customer Service Issues

As well as the group wearing t-shirts, we are also going to wear name badges in case people aren't sure of our names and need to speak to us. We didn't choose our job roles to fit our personal skills and abilities as more than one person wanted a particular job, and so some were left over. As we decided as a group to pick roles out of a hat, which was fair to everyone, we have all adapted to our job role and learned new skills from this.

We are going to use customer comment forms so we can receive our student's feedback to see what they thought of the event. This will benefit us when we write our evaluation as we will be able to analyse their feedback and decide whether the event was a success. They will also be useful as to suggestions regarding what we could do better if we were to run an event again in the future.

101 - HR Requirements

Human Resources Requirements

Human Resources are the staff that are required for our event. Effective human resourcing will ensure that we have the correct staffing for our event, who know how to do their job properly so the event can run successfully.

For our event, we require one member of teaching staff and another member of non-teaching staff. There needs to be one female and one male, as we are taking a mixed group of students for our event. There needs to be one member of staff for every ten students to meet the correct ratio that we require. These teachers are fully trained in their jobs and can look after students and help with any other situations if needed.

interactions

All of the group members have individual roles that contribute to making our event run successfully. The following descriptions are what each group member will actually be doing on our 2 day event.

101: arrangement of team member roles during event.

- Marketing Manager

I will need to hand out observation sheets to the group members, these will be used to collect feedback from the students who participated in organising and planning the event. I will also have to hand out client questionnaires and customer comment cards to all students on the trip and collect them in. This will give us feedback about the event, which will help us to write our evaluation and also help us judge how successful our event was.

- Finance Manager

will have to make sure that there are no outstanding costs with the companies with whom we will be doing the activities with. She will also have to make sure that there is no outstanding money due in from students who may have been unable to pay in the set deadline.

- Secretary

will have to make sure that she has any necessary paper work that is needed for the day such as risk assessments. She will also have to make sure that everyone else in the group has all the necessary paperwork that they require for the day. She will have to make sure that everyone is organised so the day will run smoothly and be a success.

- Physical Resources

will need to make sure that all the equipment at all venues is safe for the students to use and that the group members have stationery that they require. She also has to log any observations about how group members have acted and if their job role has been done correctly.



- Legal Aspects Manager & Chairperson

will be in charge of everyone on the day, making sure everything is going well and that there are no problems. She will also have to take people's personal information in case there are any accidents and students relatives need to be contacted. As Rebecca is in charge of the group, when we arrive at each event, she will book everyone in and arrange groups and also have the final say so that any arguments can be avoided.

On the days of our event, we have to maintain good communication with each other so that we understand what is happening and if anyone needs it, to help each other.

Rebecca needs to take charge on the day, and be the leader, as she is the Chairperson. She needs to give group members information and delegate tasks that need to be carried out. This will ensure that if someone requires something, they will go to her. This will also help with communication as a group member will be telling the right person the right information.

Each group member needs to work together as a group to ensure that information is passed on as soon as possible so any problems are dealt with straight away.

Other staff that will be involved with our event is the coach driver on the first day. The coach driver will drive us to the paintballing venue and pick us up to take us back to school. There will also be qualified staff at all three of the different activities who will help the group and students and show us what to do for the activities and also safety precautions.

importance
of
team
work.

AS1: admin for the group project

Administration

Correct procedures for dealing with minutes, keeping records + Adminisha!

Administration is very complex and includes paper work and the use of databases plus lots of other aspects.

- Minute taking - This is when the group meets to have meetings to discuss the event and any other problems or aspects that need to be dealt with. This job will be done by the secretary, the minutes have to be recorded along with other information from each individual meeting and then distributed to all who attended.
- Letter writing - As I am the Marketing Manager, it will be my job to write letters that will then be typed by the secretary and sent out to students who are taking part in our event. Any other letters that need to be written will be done by the individual who needs to write it and then the secretary will type it and send it out.
- Correspondence - This is all of the phone calls, letters and e-mails that the group have either sent or received from 3rd party organisations. Each person who has contacted an organisation, or has been in contact with any one, will make a record of this.
- Customer Service revisions - As I am the Marketing Manager, I will have to make sure that we have a letter head with Travel Troopers' name on it so that customers recognise the logo of our organisation. I will also have to make sure that letters are written using a good standard of English so customers can understand content of the letter.
- Designing and use of databases - The Legal Aspects Manager has created a database in Microsoft Excel. In this, she will store all of the student's personal information, such as their address, phone number and an emergency contact name and number. Also, the Finance Manager has created a database in Microsoft Excel to record payments that have been made.
- The Data Protection Act - This Act is to make sure that all the information that we receive from students taking part in the trip is kept private and not discussed with anyone. Otherwise, we would be breaking this Act by giving away any information, so we need to make sure it is kept private within the group. We all have to work together as a group to make sure that we protect people's information and this will ensure other people won't find out anything.
- Security of documents and information stored on a PC - All of the documents that the group have and create will be stored on either their own student area at school, which is password protected so no one else will have access to it, or either at home if they do any work there. The money from students, permission slips and EV7 forms, with personal details on, are going to be looked after by our teacher until all of the money has been collected and then it will be put into the account.

We are using electronic administration systems. This will be to the groups benefit as all of the data will be stored electronically, which means that we can edit it

easier and this will save time as if we used paper we would have to write it all again.

All of the agendas and meetings are also being stored in a file in our teacher's office. This will make sure that if there are any agendas or minutes lost, that there is another copy to have. Each member of the group has access to this box, as well as our teacher for the course.

701: timings +
Gantt chart
to track event
timescales.

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Event Timescales

For our event to be successful, we have to set deadlines to make sure that work is completed by a certain date. To do this, we are going to use a Gantt chart to represent the timescales for the whole project.

Our project started in June 2006 and will be completed in February 2007. The main tasks are that we need to think of ideas for our activity, book the activities, market the activities, collect money from students taking part in the event run the event and then analyse the event and the group.

A Gantt chart is a graphical representation of the duration of tasks against the progression of time. A Gantt chart is a useful tool for planning and scheduling projects. A Gantt chart is helpful when monitoring a project's progress (definition taken from www.ganttchart.com)

We are going to make our Gantt chart together as a group. For each task that the group has carried out together, it will be marked on the chart in black. For each group member, we are going to have a different colour to show our individual contribution to the project. Some of the individual tasks that I have completed I will mark on the chart are creating the poster, creating different letters and when I have completed work for the business plan.

As our project will run over a few months, we have decided to produce a Gantt Chart which will be reviewed each month and each group member will add their own personal contributions to the chart. For each month, it will have the weeks on so we can see the tasks a bit clearer. We decided not to produce a chart that would show each day, as at times there wouldn't have been much progress made from one day to the next. The chart will show the actions that have been completed, which member carried out the action and when it was done.

Weekly Gantt Chart for Travel Tro

Task	September		
	Week 1	Week 2	Week 3
Research into event that we could Hold	██████████		
Look at the visibility of the event	██████████		
Decide on a target Market	██████████		
Market research		██████████	
Analyse Market research		██████████	
Design an event tailor to this data			██████████
Final decision into what type of event			██████████
Decide which activities to hold			██████████
Find companies which offer these activities			
Decide on which activities and which compaines			
Pre-book activities			
Advertising campaign produced			
Advertising Event			
First letters going out to customers			
First Deposit			
Second Letter Out to customers			
Second Payment In			
Book activities			
Final Letter with any additional information and customer meeting			
Evaluations			

AO1:
 p65-67
 - Group
 Gantt
 chart 1

Atol: the legal considerations + implications for the chosen event.

int.

68
nbs.

Legal Aspects and Considerations

When planning and organising an event, it is important to consider all relevant legal aspects. The following measures have been put into place to ensure maximum safety, security and consideration.

Shows an awareness of dealing with problems

Legal Implications - When we organised our event we had to get permission to take students out of school. We had to get permission off Mrs Edwardson who is in charge of school trips. We also had to create parental consent forms to allow parents to give permission for their children to go out of school on a trip. We also sent for a risk assessment for each of the venues that we are visiting.

Capacity equipment use.

Risk Assessments - This is an assessment that must be carried out thoroughly for the local authority. It covers all aspects of our event. For each activity it covers the level of risk, the people who could be at risk, how the risk will be controlled and if there are any further actions needed. We have got a risk assessment for the coach trip on day one, the visit to the paintballing venue, the trip to Megabowl and Metrocentre and the trip to Whickham Thorns.

- We have to have at least one teacher for every ten students when our event will run. Therefore, the teacher to student ratio is 1:10, so this is how many students each teacher has to look after. As we are students who are running this event, we have to be responsible for other students; therefore the number of members in the group to students is 1:3 meaning the five members of the class will have three students to look after each.
- When we board and depart the coach, we will do a head count to check that we have all of the students together as a group. We will also complete a head count at each venue to make sure no students are left behind.
- There will be a first aid kit at each of the venues so that any accidents or injuries can be treated. There will also be a first aider at each of the venues in case any further assistance is required and also one of the group members is a trained first aider and will be able to assist anyone who needs help.
- The legal aspects manager has an EV7 form for each student who is taking part in the event. It contains medical details e.g. dietary requirements, if they are allergic to any medication, emergency contact name and number.
- If the coach breaks down then we will have to call the company and arrange for another coach to pick us up.

Legal Age Requirements - For certain activities, there is a set legal age limit such as drinking, gambling etc. When we go to the Metrocentre to go bowling at the Megabowl we will be in a public place. When we have lunch, there are pubs and bars, so some members of the group who are 18 could purchase alcohol. However, students are not allowed to drink alcohol on a school trip even if they are the legal age. We will manage this by telling students when we break for lunch that they mustn't drink alcohol as it is not permitted whilst on a school trip and also it could be dangerous when taking part in the afternoon's activities at

M

Whickham Thorns.

- The required staff to student ratio is 1:10, so we will require two teachers for the twenty students who are taking part in the event.
- We have to have one female and one male teacher to accompany us on our event. As our female teacher is a teacher, the male member of staff must be non-teaching as we can't have two teaching staff to come with us to our event. Our teacher who is teaching us the course is obviously a teaching member of staff. Our teacher doesn't have any experience in school trips so when we get our male member of non-teaching staff he will have to have experience in school trips.

AOL:
legal
requirements
continued

Disability Discrimination - The Disability Discrimination Act protects people who have a disability from being discriminated against. It is legal to list a 'good record of health' as a job requirement. This law was introduced so that people who have a disability are able to do the day to day tasks in the job that they have.

- It is relevant to our event as we have to consider the Act, as people with a disability may have wanted to take part in the event.
- None of our customers have any special requirements. All of the venues have been looked into to see if they cater for people with a disability. None of activities could be carried out by a disabled person. However, when we advertised the event we made it clear what the activities were so that everybody who signed up would be able to do all of the activities. Our school does have disabled access, ramps and lifts, and it has disabled toilets and special learning facilities.

Fire Regulations - There are fire exits at all of the venues that we will be visiting. There are also fire extinguishers on site for the safety of customers and staff in case there is a fire. If there was a fire at any one of the venues, than a fire alarm would signal and everyone would leave the building and go outside for their own safety.

fire
regs.

There is a First Aid kit at each of the venues and we will also be taking our own First Aid kit with us. All of the venues are highly accessible so the emergency services could get in easily to help people.

All electrical equipment is checked regularly as well as the physical equipment that we will be using to make sure that it is safe for people to use.

There are toilet facilities at all of the venues and there are adequate numbers for participants. These are checked regularly to make sure they are clean and safe.

catering

Food Hygiene - Each organisation that supplies and sells food to the public must have food hygiene certificates to show that they have passed tests to cook food and sell it by law. They must have food hygiene certificates to make sure that they know how to cook food and store food properly so that no one can catch any germs or illnesses from eating it. They must also have a clean and safe kitchen or work place. The food must be prepared properly and cooked correctly, as well as served properly.



Security

Insurance - Our school is arranging full insurance cover for all students taking part in the event in case there are any accidents. This will cover any accidents that happen whilst at the venues. It also covers third parties, the security of students' belongings e.g. mobile phone, jewellery, money etc.

Confidentiality

Data Protection Act - This Act provides a legal basis for the privacy and protection of data of individuals in the UK. The Act places restrictions on organisations which collect or hold data which can identify a living person. This Act applies to our event as we will have personal information from students taking part in the event such as their address, telephone number and any medical information. We must not give any of this information to any one and none of the information must be discussed with anyone.

A03:
Contingency
Planning
for the event in case
problems
may occur!

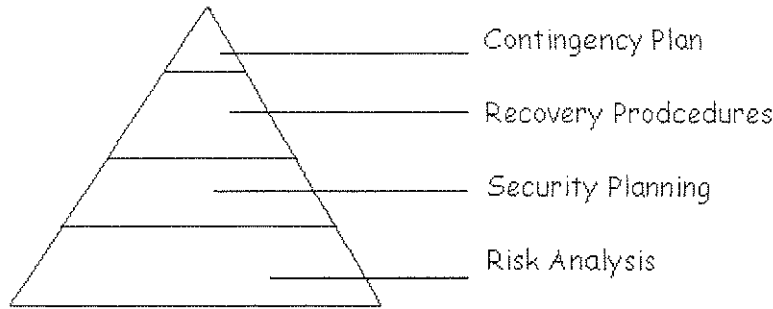
Contingency Planning

A07
dealing
with
complaints
+
problems
71

A Contingency Plan is a plan that provides resources for problem solving in the event that something happens by chance.

(Taken from www.uwex.edu/design/glossary.htm)

A01: theory
of
aid
contingency
plans.



The above diagram shows the foundations of a Contingency Plan.

There are a range of problems that we could possibly encounter during the two day trips. This could include:

- The coach could break down
- The coach may not turn up
- Someone gets injured at one of the activities
- We lose a student at the Metrocentre
- Someone could lose their belongings

For all of the problems that we could encounter we have made a contingency plan so that if these problems happen we will know what to do.

- To try and avoid the coach not turning up, we are going to call the coach company a week before our event will run, to confirm the booking and the time that the bus should pick us up from school.
- If the bus breaks down, the driver will call the company to arrange for another coach to come and pick us up and take us to the paintballing venue.
- If any of the activities are double booked, we are going to get a refund off the company, and depending on what day it is, we will either get the coach to drive us or make our own way to town, where we will go ice-skating at the Centre for Life in the morning, have lunch and then go to The Gate to go to the cinema.
- If someone gets injured, and they have a minor injury, then they will be treated by a First Aider with a First Aid Kit. However, if someone gets really injured then 999 will be called for an ambulance will take them to the hospital.
- On the first day when we are going paintballing, there is a BBQ lunch provided. However, this may not be to everyone's taste or a problem could



provided. However, this may not be to everyone's taste or a problem could arise and lunch may not be provided, therefore we are going to tell all students taking part in the trip to bring a packed lunch in case.

- If someone loses their bag or belongings, we will report it to a member of staff or at the reception where we are and then if it is not found on the day, we will leave a contact number for school so they can call us if they find the item.
- If we lose a student whilst at Metrocentre, we will report that we have lost someone at the customer service desk in the Red Mall. To try and avoid this happening, we are going to head count students before we enter and when we leave each venue.
- To try and avoid there not being enough lanes when we arrive at Megabowl, we are going to ring up a week before to confirm our booking and the time we will be arriving, so hopefully it can be avoided that there will be a double booking. Otherwise, we will ask the staff to clear the lanes ASAP, and the students will have priority over group members playing.
- To try and avoid the activities at Whickham Thorns being double booked, we are going to ring up a week before to confirm our booking and the time that we will be arriving at.

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Reviewing the event

AOL: planning as to how the event will be required

Our event will be reviewed in 7 different ways:

1. Log Book
2. Customer feedback questionnaires
3. Comment cards
4. Observation forms/Mystery Shopping
5. Group evaluation
6. Individual group evaluation
7. Self-evaluation

Log Book

One way that we are going to review the event is by creating an individual log book. It will review my own actions and feelings, and my contributions towards achieving the aims and objectives set out by the group at the beginning of the project. By doing this, it will show my progress and the development of my own role and responsibilities. I am going to update it after each lesson to report on what we have done in the lesson and any progress that we have made. It will also have any feelings that I have about other group members and if they are contributing or letting other people do their jobs. It should also have details in about when we have contacted other organisations and any other outstanding items. It will be used in my evaluation to help me write my individual group evaluation.

Customer Feedback Questionnaires

These questionnaires will be filled in by our customers after the event has run on the second day. The feedback that customers give us in the questionnaire will be one way that we can judge whether our event has been successful.

Comment Cards

These cards will be distributed to the students taking part in the trip after each of the activities, so that their opinion on them will be noted straight away, which means that we can't forget what they thought of it. This will also be a way for us to judge how successful our event has been.

Observation Forms/Mystery Shopping

These observation forms will judge how well group members have performed throughout our event. We did originally decide that each member would fill in a form about every member of the group to see how well they had performed throughout the event, but we decided that when we stopped during the activities, members may notice what we would be doing and so they could act differently giving them an advantage to working better. We then decided that our teacher would fill in the observation forms throughout the event, as we will not notice when this is happening as she is not participating in the activities and can fill them in any time, which will show how we really performed.

h/

Group Evaluation

All of the group members are going to complete a group evaluation together, to see how well we have all worked together and if we have contributed enough for our individual job role. From doing this evaluation together, we will be able to tell which members have tried to make our event a success and who hasn't contributed as much as they should have.

Individual Group Evaluation

This evaluation will be where each individual group member evaluates the group alone. By doing an evaluation like this, we will be able to see what everyone's view is, so they will be able to tell the truth about the event and the group members by writing it alone. This will be compared to the group evaluation.

Self Evaluation

This type of evaluation is where I will evaluate my own role within the group. It will show how I think that I have contributed to the event and whether I think I worked hard enough or if I feel that I could have worked harder.

The main review point for our event will be by using observation sheets. We will collect any feedback from the students who will take part in the event, our teacher will complete one and each other group member will complete one for each other. We will have to design these observation sheets on which we will record any feedback. Also, a client questionnaire will be completed by the students who will take part in the trip.

A01 example of cust. satisfaction questionnaire. 74a

Travel Troopers 2-day activity event 2007.

CUSTOMER SATISFACTION QUESTIONNAIRE

As a much-valued customer of Travel Troopers' first ever event, we would very much appreciate your feedback regarding the 2-day event you have just taken part in. We would be grateful if you could spend a couple of minutes answering this short questionnaire...

THE EVENT

What did you particularly like or enjoy the most about the 2-day event?

.....

What element(s) (if any) of the 2-day event did you dislike or not enjoy?

.....

In what way do you think the range of activities could be improved for future events?

.....

THE COST

Overall, how would you rate your level of satisfaction with the cost of the 2-day event?

Extremely Very Moderately As expected Not Not-at-all

Do you believe that you received value for money during the 2 days or activities?

.....

How much do you believe is a suitable cost for such an event (please explain your answer)?

.....

ORGANISING THE EVENT

How successful do you believe the promotion for Travel Trooper's 2-day event around school was?

Extremely Very Moderately Could have been better Not Not-at-all

Were there any elements of the organisation process about which you were unsure of progress, plans etc (please explain your answer)?

.....

103 example of cust. comment cards 746

Travel Troopers 2-day activity event 2007.

We at Travel Troopers are keen to find out your thoughts and opinions about our 2-day event. We would love some constructive feedback, be it positive or negative, on ways in which we could improve the event for our customers if we were to run the event again! Think about certain aspects you have enjoyed...or not enjoyed so much, things that you think we should do again...and never do again and places we should include next time, and those which should not be included! You get the point...we want your comments!

Your Comments...

Travel Troopers 2-day activity event 2007.

We at Travel Troopers are keen to find out your thoughts and opinions about our 2-day event. We would love some constructive feedback, be it positive or negative, on ways in which we could improve the event for our customers if we were to run the event again! Think about certain aspects you have enjoyed...or not enjoyed so much, things that you think we should do again...and never do again and places we should include next time, and those which should not be included! You get the point...we want your comments!

Your Comments...

107: financial resource requirements and planning.

Financial Resources and Requirements

At the start of the event, we didn't have any main financial restraints because we had to research ideas to see what we could do for our event. However, we knew that we were going to open the event up to 6th form students and therefore knew that we couldn't have an event that would be too expensive as there wouldn't be any interest in it, and no one would want to take part.

initial source / amount!

A budget is the initial amount of money that an organisation has to start up their business. We didn't have an initial budget; this is the amount of money that we could have spent for the total event. The only source of income that we will receive is the £40.00 from each student who will be taking part in the event. The funds will be allocated to each of the organisations so that we don't have too much cash going to one company and too little to another. We do have contingency funds, because we rounded up the price of the event to £40.00. We plan to use the additional money to buy prizes for people taking part in the event for each of the activities and some snacks for the coach and the end of day 2.

Our organisation, Travel Troopers, don't have any start up costs as we don't need to purchase anything at the beginning of the event to help us run the organisation and planning of our event.

We are expecting to receive £800.00 total income for our event. This money will be shown in an income and expenditure account. This will record actual expenditure and income as it occurs and it will be maintained regularly. The account will show a balance at the end of each month with the balance carried over to the next month, to make sure that we have control over our financial records.

expected income.

We will also have a cash flow forecast. Our event is being organised over a period of months so the cash flow forecast will monitor the inflows and outflows of money that is being paid in and out to our account. It will also monitor if the group has had all of the money paid in from students, so that we have enough money to pay to the organisations we are visiting.

We plan to collect payments on set deadline dates. The finance manager will be in charge of making sure that all financial records are up to date and that everything is in order. There will be money coming in from students who are taking part in the event and the money going out will be to the companies where we are taking part in the activities. There has been a receipt made for Travel Troopers by the finance manager and when payments are received, the customers name will be ticked off and given a receipt for their payment. When the deposits need to be made to the companies, they will send us an invoice as we have bought the product/service off that company. We don't need any order forms as we aren't buying any products off any other companies.

The financial charts show that we have only 19 customers taking part in our event. However, these were produced before we realised we had left a customer off the list and therefore only show 19 customers. There are 20 customers taking part so the total amount of money that we received was £800.00.

To monitor the finances throughout our event, it is important that we produce financial accounts.

Balance Sheets

A balance sheet shows the financial position of a business at a particular point in time. Businesses usually produce one balance sheet at the end of its financial year. It contains information about what the business owns and what the business owes. By law, limited companies must produce a balance sheet every year.

It contains information about assets, liabilities and capital. It is a way of providing the value of a business and a way of checking that all the money received to finance the business has been accounted for.

Assets are the resources that a business owns. They are used to produce goods and services. There are two different types of assets. Fixed assets have a life span of more than one year, e.g. machinery, cars, buildings etc. Current assets are things that will be changed into cash within a year e.g.

- Cash in the bank - money that the business has in the bank
- Stocks - these are raw materials, components, semi-finished goods and finished goods. Stocks will hopefully be sold in the near future
- Debtors - these are customers that owe money to the business. The cash should be received in the near future.

Liabilities are the debts of the business or the money it owes. There are two types of liabilities. Current liabilities are debts the business has to pay within a year e.g. money owed to suppliers (trade creditors), tax owed to the Government and money owed to the bank for an overdraft. Long term liabilities are the debts the business pays after a year, e.g. mortgages and loans that are owed to the bank.

Capital is the money given to the business by the owners. The money is usually in the form of shares, therefore capital is also called shareholders funds. The value of shares is calculated using the price they were sold at, not using their present value. Retained profit is also included with the capital as it is money owed to the owners, but the business has kept it to help with the cash flow problems or to help pay for assets.

A balance sheet must balance. This means that the value of the assets must equal the value of the liabilities and capital. The following formula shows this:
 Capital + Liabilities = Assets

*A01: theory
of
financial
accounts.*

If the above formula must balance, an increase of assets must be funded by an increase in capital or liabilities, or other assets have to be sold. Any asset that a business purchases must have been funded by

- The owners buy more shares which increases the capital of a business
- Using retained profit which leads to an increase in the capital of a business
- Borrowing money which leads to an increase in the liabilities
- Credit that the supplier offer, which is a liability for the business
- Selling assets of the same value as the new asset

If capital is alone in the formula, you have to change the side and the sign of the liabilities, which is written like this:

$$\text{Capital} = \text{Assets} - \text{Liabilities}$$

The value if capital must balance with the value or net assets. It agrees with the above formula.

An important calculation on the balance sheet is working capital or net current assets. Working capital is the cash that the business can get quickly. If the business runs out of working capital it will not be able to pay its workers or suppliers.

Taken from Wiki Textbook
http://wikitextbook.co.uk/index.php/Balalance_sheets

Break even

Account theory of financial accounts

A business can only make a profit if the revenue from sales is greater than the cost of supplying the goods or service. Break-even is the point at which total revenue equals total costs. At levels of output below the break-even point the business will be making a loss. At levels of output above the break-even point the business will be making a profit. It is therefore very important that the business knows the amount of goods or services it has to produce in order to break-even.

The break-even point shows the business the minimum level of sales needed to make a profit. The break-even point is where the total revenue line crosses the total costs line. Total revenue and costs are calculated as follows:

Total Revenue = the total amount of money that a business receives from the sales of its goods or services. It is calculated using the following formula: number of goods sold x average selling price

$$\text{Total Costs} = \text{Fixed Costs} + \text{Variable Costs}$$

At levels of output up to the break-even point the business will be making a loss and at higher levels of output the business will receive a profit. At the break-even point the business will be not making or loosing any money. The difference

A01

between the break-even and present output is known as the margin of safety or the quantity sold can fall by that amount before the business will start to lose money.

To calculate the break-even output, it equals

Fixed Costs = (Selling price per unit - Variable cost per unit).

Break-even is an excellent method of analysing a business. The advantages of using a break-even analysis is that it is cheap to carry out and it can show the profits/losses at varying levels of output. Also due to its simplicity a new business will often have to present a break-even analysis of its bank in order to get a loan. The disadvantages of a break-even analysis is that it assumes that everything produced is sold and often not all output will be sold. Also it assumes that all of the output is sold at the same price, often a business will have to lower its price in order to increase its sales.

There are a number of reasons that can lead to the break-even point shifting. We can split these reasons into internal and external factors. Internal factors are things the business can control and external factors are things that the business has no control over.

Internal factors are things that the business can control. If the business moves to new offices that charge higher rent, it will increase the fixed costs and therefore total costs. When the total costs line shift upwards the break-even point will increase. If the business increases its prices it will receive higher revenue for each unit of output. This will shift the total revenue upwards and lower the break-even point.

External factors are things the business cannot control. If a recession occurred the break-even point would be unaffected as the costs and revenue would stay the same, it is likely though that the level of demand would fall and this would reduce the margin of safety.

If a price war broke out the business would have to lower its prices. This would lead to the revenue being lower at each level of output. This would cause the break-even point to rise.

It is important that we have a break even analysis chart, to show that by the end of the project we have broken even and spent the amount of money that we have gained from customers.

Taken from Wiki Textbook <http://wikitextbook.co.uk/index.php/Break-even>

Purpose of Budgeting

A budget is simply a financial plan for the forthcoming year that is drawn up to help a business achieve its objectives. Budgets are often used to exert a degree of control over the costs of the business, in an attempt to achieve gains in efficiency. When a business draws up its budget, it is essentially a series of smaller budgets covering all areas of operation. The main budgets that are drawn up are:

- A sales budget - this is where the number of units of each product that the business aims to sell next year, the price level that will be charged, and the corresponding amount of sales revenue that is likely to be received.
- A production budget - this forecasts the number of units of each product that the business aims to produce over the next year. It will include the materials budget, which will indicate the raw materials that need to be produced.
- A staffing budget - this will specify the direct and indirect staff that are required throughout the business for the forthcoming year, in terms of the number of staff and their wages.
- A production and overhead budget - this attempts to forecast the fixed overheads that the business will incur in the forthcoming year, which can be related to production.
- An administrative expenses budget - this forecasts a wide range of expenses for the forthcoming year (e.g. managerial salaries, office expenses, utility bills, and rent or mortgage payments).
- A selling expenses budget - This represents the various costs associated with selling the products of the business (e.g. advertising, sales promotions and distribution).

These budgets are then considered into the master budget. This also includes several other forecasted documents - specifically, a profit and loss account, a balance sheet, a cash flow, and a capital expenditure budget (showing the fixed assets which the business forecasts that it will purchase in the forthcoming year).

It is vital that each department involves all their staff in the planning and budgeting process, firstly in order to identify their needs for the forthcoming year and secondly to act as a motivator, by making the employees feel valued by the business.

It follows on from this, therefore that each budget that a business sets must be realistic and achievable, since any which cannot be met may leave the workforce with the low levels of morale and motivation.

Common mistakes that many businesses make when preparing their budgets for the forthcoming year include:

1. Repeating last year's figures.
2. Each department ignoring the overall objectives of the business, and concentrating instead on their goals.

AO1:
theory
of
financial
accounts.

A1

3. Setting unrealistic and unachievable budgets.
4. Sticking rigidly to the budget, (i.e. forgetting the fact that it is only a plan and a guide for the next year, and consequently it can be changed accordingly).

Zero Budgeting

This is where a budget is set to zero for a given time-period, and the manager of the particular division or department then has to justify any expenditure which they wish to make.

It is often used in an economic recession or a downturn in the industry, when money is not readily available and the business wishes to make cutbacks in its expenditure.

Zero budgeting helps the business to identify those departments which require large amounts of essential capital and day-to-day expenditure, as well as identifying those departments which require minimal expenditure.

However, zero budgeting can result in managers spending far more of their valuable time on the budgeting process than would be the case if budgets were set more traditionally.

For our project we have zero budgeting. We do not have an initial budget and we only spend what we receive from our customers, which will be the payments for the paint balling.

Cash Flow

A07: theory of financial accounts.

Cash flow refers to the difference between the cash flowing into the business (e.g. through sales revenue) and the cash flowing out of the business (e.g. bills and wages).

Cash Flow Problems

Having a positive cash flow is vital for the survival of a business, since without the ability to pay workers and suppliers then the business will soon have to cease trading.

This potential problem is compounded by the fact that businesses often have to pay many expenses several weeks or even months before any cash actually flows into the business.

E.g. wages and salaries will have to be paid to employees, suppliers will have to be paid for any raw materials and the rent or mortgage payments will have to be paid before the products can be manufactured and sold to customers.

If the products are sold on credit to customers, then the time delay between the cash outflows and the cash inflows will be even longer.

The major causes of cash flow crises for a business are:

1. Overtrading - where the business attempts to expand too rapidly, without a sufficient financial base.

AB1

e

- 2. Having too much money invested in stocks.
- 3. Allowing too much credit to their customers.
- 4. Unexpected changes in demand for their products.
- 5. Over borrowing - therefore having large monthly loan repayments, which have to be met.

There are many actions that a business can take when it is experiencing a liquidity crisis:

- 1. Offering price discounts to boost sales and sales revenue.
- 2. Selling off fixed assets.
- 3. A 'sale and lease back' arrangement.
- 4. Chasing debtors for the monies owed to the business.
- 5. Selling off stocks.

Whatever action is decided upon, the business must ensure that it is implemented quickly and that a careful eye is kept on the liquidity (cash flow) in the future.

Cash flow Statement

A cash flow statement is a financial accounting document, which show the cash inflows and the cash outflows for a business over the past 12 months. It indicates those months in which the business suffered a cash flow crisis (where cash outflows were greater than cash inflows) and it will also highlight those months in which the business was cash-rich (i.e. more cash inflows than cash outflows). It allows a business to prepare a cash flow forecast for the forthcoming year, by basing the estimated cash inflows and outflows on the results from the previous year.

Cash flow Forecast

A cash flow forecast is a management accounting document, which outlines the forecasted future cash inflows (from sales) and the outflows (raw materials, wages etc) per months for a business over an accounting period.

It is important for a business to produce a cash flow forecast so that it can prepare for those months in which it is forecast to experience a cash flow crisis (i.e. the business needs to arrange extra borrowing or overdraft facilities to provide extra cash). Alternatively, in the months where the business is forecast to be cash-rich it can use this money profitably elsewhere within the business e.g. new product development).

It is important that we have a cash flow forecast so that we can monitor how much money is going in and out of the business. It would highlight if the company goes into the red, which is something that we do not want to happen.

Taken from: www.s-cool.co.uk/topic_quicklearn.asp?loc=ql&topic_id=1&subject_id=8&ebt=90&ebn=&ebs=&ebl+&ebl=&elc=13

Profit and Loss Account

107: theory of financial accounts.

The profit and loss account is a financial statement which represents the revenue that the business has received over a given period of time, and the corresponding expenses which have been paid.

It also shows the profit that the business has been made over a period of time (usually 12 months) and the uses to which the profits have been put out.

Revenue

Revenue is the inflow of money to the business in the course of the ordinary activities of the enterprise. There are a number of different sources of revenue:

- Cash sales
- Credit sales (i.e. where the business has sold goods to customers, but has not yet received the cash)
- Interest
- Royalties
- Dividends that the business receives on its investments or
- Fees for hiring-out the resources of the business to a third party.

Revenue is recognised at either the receipt of the cash or at the point of sale (if the goods are sold on credit).

Expenses

Expenses are expired costs (i.e. costs from which all benefits have been extracted during an accounting period). Examples include wages, raw materials and utility bills, often known as revenue expenditure.

It must be remembered that expenses are not necessarily the same as costs.

E.g. if a business purchases a new fixed asset e.g. a machine, then it will clearly incur the monetary cost of purchasing the machine e.g. £50,000.

However, this £50,000 will not be written off as an expense, since the benefits from the machine will last for more than a single accounting period e.g. for more than 12 months. Instead of writing off the total cost of the machine, a portion of the £50,000 will be written off as an expense each year over the useful life of the machine – this is known as a 'depreciation charge'.

A1

Format of the Profit and Loss Account

	£	£	£
sales			x
Less: cost of goods sold:			
purchases		x	
closing stock		x	
			<u>x</u>
gross profit			x
Less: labour costs		x	
Less: expenses:			
rent	x		
power	x		
misc	x	x	x
			<u>x</u>
net profit			x

The first line of the account shows the sales revenue for the business selling its goods and services. From this, the cost of goods sold is deducted (costs directly associated with the production of the goods and services such as the cost of raw materials, the labour charges associated with the production, and the production overheads. These are sometimes referred to as direct materials, direct labour and direct overheads).

Sales revenue less cost of goods sold is known as gross profit.

However, we have not yet accounted for selling and administrative expenses (such as advertising costs, distribution costs, salaries, utility bills etc).

When these are deducted from the gross profit, the result is known as trading or operating profit. These refer to the profit made from normal trading activities.

The next adjustment is to add on any income from other activities, known as non-operating income e.g. renting out premises. The resulting figure is known as profit before interest and tax.

A figure is then deducted for interest charges. The resulting figure is known as profit before tax or net profit.

The final part of the account is known as the appropriation account. It provides information on the way in which the profit is dispersed.

Some is taken in corporation tax and goes to the Inland Revenue, some is drawn from the business as dividends to be distributed to the shareholders and the remainder is retained within the business for re-investment.

It is important that we have a profit and loss account to show whether our business has made a profit or a loss. Ideally, we aim to break even but we do not want to make a loss as we will go into the red, spending money that we do not have.

BOOKING

AOI: Initial booking + pricing calculations

TEL ① CRYSTAL 85
TEL ② LEANNE

DELTA FORCE
0800 9170821

* need 20 players to open so John Hall = no. 20!

* all child places → £17.50 each (150 balls) + BBQ lunch.
(John can be child as well... Leanne said!)
£19.95 each (200 balls)

ABJ
attracting funds

* will only pay for 19 (as 15th place is free!).

PRICING

£17.50 × 20 = £350 - 17.50 = £332.50
£19.95 × 20 = £399 - 19.95 = £379.05

COSTS

BUS	£110
BOWL	£110
W.T	£105
<hr/>	
	£325

MONEY COLLECTED
19 × £40 = £760

<u>150 BALLS</u>	<u>200 BALLS</u>
£332.50	£379.05
⚡	⚡
435 - 332.50	435 - 379.05
= £102.50	= £55.95

SO... 760 -
325
£435 (TO SPEND ON P. BALLING)

↳ PROFIT ↩

⊙ 200 BALLS ?!

BOOKING: 20 PLACES @ £19.95 (YOUNG GUNZ).
[Then get one free!]

= £399.05 TO PAY DELTA FORCE

A01: group budget

TRAVEL TROOPERS BUDGET

FORECASTED BUDGET

Bus Transport (day one, 22 passengers)	£110
Paintballing (full day, BBQ lunch, 200 paintballs x20 players)	£400
Bowling (x2 games, 4 x lanes, 22 players)	£110
Whickham Thorns (x2 activities, 20 players)	£105
FORECASTED TOTAL	£725
FORECASTED AMOUNT PER PERSON	£36.25

*NB: Based on 20 paying customers
- BREAK EVEN POINT

ACTUAL BUDGET

Bus Transport (day one, 22 passengers)	£110
Paintballing (full day, BBQ lunch, 200 paintballs x20 players)	£380
Bowling (x2 games, 4 x lanes, 22 players)	£110
Whickham Thorns (x2 activities, 20 players)	£105
ACTUAL TOTAL	£705
ACTUAL AMOUNT PER PERSON	£35.25

*NB: Based on 20 paying customers

FINAL AMOUNT PAID PER PERSON £40

*NB: only 19 paying customers attending the event
(actual amount £37 pp - additional £3 to cover insurance and refreshment costs)

A01
allocation of funds.

*AOI group
cash flow
forecast*

TRAVEL TROOPERS CASH FLOW STATEMENT

	September	October	November	December	January	February	TOTALS
Income							
Sales	0	0	0	380	380	0	760
							0
TOTAL INCOME	0	0	0	380	380	0	760
Expenditure							
Deposits	0	0	0	0	490	0	490
Payments	0	0	0	0	0	215	215
TOTAL EXPENDITURE	0	0	0	0	490	215	705
NET CASH FLOW	0	0	0	380	-110	-215	55
OPENING BALANCE	0	0	0	0	380	270	
CLOSING BALANCE	0	0	0	380	270	55	

*Contingency
Funds*

TRAVEL TROOPERS PROFIT AND LOSS ACCOUNT

	£	£	£	
sales			760	
Less: cost of goods sold:				
purchases		705		
closing stock		0		
			55	

NOTES
19 customers

Bus £110, Painballing £360, Bowl £110, Whickham Thorns £105

gross profit **55**

Less: labour costs 0

Less: expenses:

rent	0
power	0
misc	28
	28

Insurance £6, refreshments £22

net profit

27

*AOI: group
profit + loss
account.*

*anticipated
profit*

Ad2: p 89-94.

→ group meeting -
agendas for the
12 group sessions
set aside to
discuss

'Travel
Troopers'
and plans,
organisation
etc.

89

Agenda for Travel Troopers 1st meeting

. Decide who will take over the role of Human Resources

- Anybody want to?
- Who has the least amount of work to do?

. Decide who we are going to open the activities up to

- -Lower school?
- -Sixth Form?

. Aims and Objectives

- -What do we aim to do in this event
- -What do we want to achieve in this event

Agenda for Travel Troopers Second Meeting

- . How long will the event last for and who we will be opening the event up to?
 - Between one-five days
 - Lower school or sixth form

- . Are the events going to be local or not?
 - Shropshire has been discussed

- . What activities will we do?

- . What are we going to call our group?
 - Cool names only

- . Aims and Objectives to be talked about
 - Everyone to have a good time
 - Learn team building skills
 - Are we to break even or make a profit
 - Are we to gather lots of other information about adventure tourism for our next assignment?

A02

Agenda for Travel Troopers Third meeting

- . Are we still going ahead with Go-Karting?
 - There is dangers involved
 - Expensive
 - Parents may not allow their children to participate

- . What will we do instead of Go-Karting?
 - -Bowling
 - -Cinema
 - -Wet n Wild
 - How much will this other activity cost?

- . Are we still wanting to do a three day event?
 - Should we combine Bowling and Whickham Thorns on the same day?

- . Transportation how much is it going to cost?
 - Get price quotation
 - Is this affordable
 - Do we need it?

- . What activities will we be doing at Whickham Thorns?
 - Call and talk about what activities there is available
 - Will it be safe to do?
 - How long does each activity last for?
 - How much it will cost

Agenda for Travel Troopers Fourth meeting

.Who will take over Emma's role as Chairman?

- Someone with the east amount of work to do
- Anybody really want to? .

. Decide what days and activities we will do

- The majority goes!

. What staff we will be taking

- -Miss Cooper and one other none teaching member of staff must be male!
- Anybody know of anybody?

. Discuss what times to do all the activities

- How long will each activity last for?
- Remember travelling distance
- What time to be at each event?

.Discuss when we will book all activities

. Find out all transportation prices

- Will it be affordable?
- Do we need it for both days?

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Agenda for Travel Troopers fifth meeting

- . Call all companies involved with our two day activities and book the for are events
 - Whickham Thorns
 - Paintballing
 - Mega Bowl

- . Find out when money must be paid to the companies
 - Within how many days before and activity?
 - Months in advance?

- . Find out final prices and how much the whole activity is going to cost
 - How much per-person?
 - Are we rounding up?
 - Are we getting money for prizes?

- . Whickham Thorns and Paintballing need booking forms when will this be done?

- . What time will everything be booked for?

Agenda for Travel Troopers Sixth meeting

- . Organise a timescale and deadlines for tasks and events
- .How will we attract a male non-teaching member of staff?
 - Posters
 - Face to Face
- . When will EB7 form be sent home?
- . Risk-assessment forms still need to be sent out from all activity locations
 - Must chase them up in order for the event to happen!
 - Call up and ask where they are!
- .When are letters to be given out?
 - Date given?
 - Must have them back in ASAP!
 -

AO2

Agenda for Travel Troopers Seventh meeting

- . **Have the letters been sent out?**
 - Have any deposits been given in?
 - Need them in before half term, we will have to chase up otherwise

- . **Has Paintballing risk assessment has it came yet?**
 - If not we will have to contact them once again to see why it hasn't
 - How long will it be until they do actually decide to send it!

- . **Where is all student information to be held?**
 - -Should we keep a dairy
 - Should we start up a data base?

Agenda for Travel Troopers eighth meeting

- . Organise how to fill 20 places for our trip
 - Posters/ Talks
 - How are they going to contact use to give us their deposits
- . Discuss a day for when deposits must be handed in by
- . Change timescale for second payment
 - Letter written and when it has to be sent out by?
 - Second payment when does it have to be in by?
- . Start processing customer details into our data base
 - so that we are able to contact everyone in case of an emergency
- . Talk about how individuals on the trip will be able to identify who is in charge
 - T-shirts
 - Hats/Scarf's
 - Whistles
 - Feather bowers
- . Any issues anybody wants to talk about?

A02Agenda for Travel Troopers meeting nine

- . Sort out time scales
 - Changing dates around?

- . Need to sort out financial issues
 - break even charts
 - Cash forecasts
 - Income and expenditure accounts

- . Itinerary
 - How the day will run
 - Approximate times of what/where we should be

- . Fire regulations
 - need to ring them all up

- . How to fill the last 6 places
 - Class room talks
 - More talking to people

- . Discuss log books
 - Who needs help?
 - When we did things as a group?

- . Meetings and agendas
 - Anybody in need of any?

Agenda Meeting 10 of Travel Troopers

- .Contingency plans
 - All plans must be the same

- . Go through all the financial documents
 - Must all be the same
 - Must do them together

- . Last places on trip
 - How to fill them
 - Anyone no people who still want to go

- . Gantt chart
 - Make Gantt charts the same
 - Give each other information in order to fill it in

A02

Agenda for Travel Troopers meeting eleven

To do list

EV1 forms completed

- Insurance forms (checked/finished)
- Itinerary
- EV7 forms
- Risk assessment (paintballing)

Financial accounts set up

Fill final place

- Do we need one more people going?

Issues -

Attendance

Fulfilling roles and responsibilities

Agenda for Travel Troopers meeting twelve

To do list

Give all customers of details of our two day events

- Time of arrive necessary
- Correct clothing to were
- Were all location are

Give out information packs

- Itineraries
- Forms to fill in
- Directions

05

A02: p95-100
- Meeting minutes
for the 12 group
sessions to record
outcomes and
to support follow
up's etc.

Travel Troopers 1st meeting

6.09.06

Present: :

What we discussed

.Sara, Becky, Julie, Emma not present no apologise given. Attendance to be noted and checked by myself (Mrs Bradley) at the earliest time possible

.Taz has left the course his HR duties were given to Sara as she has the lightest load of the group

. Aims and Objectives discussed but no decisions can be made until a decision has been made whether to take lower school or 6th form. This can not be done until at least a majority of the group are agreed.

Travel Troopers 2nd meeting

07.09.06

Present:

----- not present, no apology or reason for not being there.

What we discussed

.As Travel Troopers we will be holding an event that will last for 3days and that it will only be open for 6th formers not lower school (17-19yr olds).

.The 3day events will be;

- Paintballing
- Wickham Thorns
- Go Karting

.We decided to do these events local instead of adventure tourism activities in Shropshier.

.We made the decision to be called the Travel Troopers after a very long and hard discussion!

.We talked about and gave a list of the aims and objects of this event that we want to achieve.

1. Everyone to have a good time over the 3days (give out questionnaires and face to face conversations)
2. To learn how to work as a team and learn new skills, Communication, leadership skills (observation, visual evidence and photographs, doing all of this before and after each event)
3. To break even by the end at the project
4. Promote local tourism attractions
5. To gather information on adventure tourism for are next assignment

All objectives must be Specific, Measurable, Achievable, Realistic and Timed

AB2

Travel Troopers 3rd meeting

07.09.06

Present: 5

1 present, no apology or reason for not being there.

What we discussed

.We all discussed the dangers and problems of going Go-Karting so as a group we all decided not to go ahead with it. We then decided to go Bowling instead as it is safer and also cheaper to do.

.The price of a coach to are paint balling destination was quoted at £110

.We talked about what activities we will do at whickham thorns one activity that we will defiantly be taking part in is the assault course and we talked about snow tubing also.

. We decided to do a two day activity event and go bowling in the morning of the 14th of February and go to Whickham Thorns in the afternoon of the 14th of February

.Myself : (best secretary in the entire world!) and [redacted] visited Whickham thorns and Mega Bowl to talk about prices.

-Whickham Thorns 01914335767-13TH Feb 07

-Mega Bowl 08715501010 -14th Feb 07

-Whickham Thorns assault course=£13 for 12 people
£26 for 20 people

Snow Tubing=£50 for 12 people
£100 for 20 people

Mega Bowl=£2.50 per person (must have a student card!)
£50 for 20 people (for one game, opens at 10am)

Travel Troopers meeting four

18/09/06

Present: ... is not present no reason or
apology for why she isn't here

What we discussed

We talked about the departure of ... our Chairperson and we decided to give
the role ... she had the least amount of work to do.

The groups activities where decided;

Paintballing 13th Feb

Mega Bowl 14th in the morning

Whickham Thorns 14th Feb in the afternoon

Times not yet decided

Staff members Mrs Cooper is to be our female member of staff and our non-
teaching member of staff has not been selected yet

We decide to book are activities on the 20th of September and also prices buses
on this day also

Travel Troopers fifth meeting

20/09/06

Present: F

97
A02

What we discussed

. Prices: Bus to Paintballing £110

Paintballing activities for 20 people £399.76

Assault course (per group £10.50 *2) £21

Snow tubing (per group £41.70*2) £83.40

Mega Bowl (per game £2.50 *2) £110

TOTAL= £724.16

Cost per person = £36.208

Charging per person =£40

Money for prizes= £75.84

. Risk assessments where asked for from all three events and Whickham Thorns and Paintballing need booking forms which we filled in and sent out today

Times of the events

- Mega Bowl has been booked for 10am
- Whickham Thorns has been booked for 1.30 pm
- Paintballing runs from 9am - 4pm (but bus booked before the activity is due to end)

Travel Troopers meeting six

5/10/06

Present: [redacted] is unwell and is unable to attend

What we discussed

We decided to make a poster to attract a male member of non-teaching staff and place it in the staff room when finished.

EV1 forms where filled in.

Risk-assessment forms received from Whickham Thorns and Mega Bowl still waiting for Paintballing and snow tubing.

Talked about the letters that need to be given out and sent home for the events we did not decide on what date to send them out by as we do not yet have 20 people for our event.

A timescale was made for all deadlines and task times

ADJ

Travel Troopers 7th Meeting

20.10.06

Present:

What we discussed

- The first letter has been handed out, finance manager Rachael is waiting for deposits to be handed in.
- After half term, the payments that are still owed by students taking part in the trip, need to be chased up so the money is handed in as soon as possible.
- The risk assessment for paintballing has still not been sent, so they need to be contacted again to see why we still haven't been received.
- ed up a database to store students personal information who are going the trip.

Travel Troopers Eighth meeting

9/11/06

Present:

What we discussed

.We have decided to send out memos into all sixth form registration classes so that students if they have not seen our posters have the opportunity to here about our event. We all talked about approaching are friends and people in the common room to try to persuade more students to come also we talked about mentioning it in assembly.

.We decided that the cut of date for people being aloud to go on the trip is the 17th of November and the second payment is to be due on the 24 of November.

.The second letter home will be sent on the 20th of November

is still waiting for the risk assessment for Paintballing and Sara is still waiting for a male member of staff to come forward

.Julie pointed out that people had started to do everybody else's jobs so we decide that if we need help we should just ask for it.

A02**Travel Troopers 9th meeting**

6.09.06

Prese:

What we discussed**.Itinerary**

- The bus is coming between 9:00-9:15 however we want the bus at 9:30 so Sara will be calling the Bus company to see if its possible
- On the second day we will be all meeting at the red Mall at 9:45
- Lunch on the second day will be between 12:00-1:00
- We will be leaving for Whickham Thorns at approximately 1:15

. Last places to fill in

- talked about talking again to class mates and common room talks

.Fire regulations

- Talked about calling them but unable to do it straight away

.Log book

- Everybody is ok
- If people need help we have all agreed to help each other

.Meetings and agendas

missing some, I will get them to her as soon as I am able to

Financial issues

- break even charts
- Cash forecasts
- Income and expenditure accounts

We decided we will have to do it as a group, as it would be too difficult doing it on our own.

Timescales

- everything is now in the correct order

7th of December
Meeting 10
Travel Troopers
Present:

What we discussed

Contingency plan, we decided that we would all bring in our own contingency plans to make one plan together. We also decided that we would combine our plans on the 11th of December.

Fi said she has completed the finance and she will give it to all of our members in our next lesson.

Four places left on the trip, again we have decided to ask around again, and keep on doing it until we have the last places filled, we can afford two people not to go but four we would be unable to continue with our trip.

We discussed the Gantt chart we again have all decided that we must do it together, we decided to do the Gantt chart on the 11th of December again as this is when we are all free.

A02

26th January
Travel Troopers
Meeting eleven
Present

ology given

What we discussed

We talked about EV7 forms, Itinerary, EV7 forms and insurance forms were said to be completed, however the risk assessment forms for Paintballing has still not arrived so we are still unable to get the go ahead from school, therefore stopping the completion of our trip.

Financial accounts, we all discussed how we are still waiting to see the financial accounts how informed everyone that she has completed them, we are just waiting to see them.

Attendance was discussed as it is a major issues, everyone has agreed to be more punctual and attentive to our course

6th February
Travel troopers
Meeting twelve

What we discussed

We talked to all of our customers about our two day events, we answered questions and query's and gave out mobile numbers so that our customers are able to contact us if they need to inform us of any changes that may occur.

We gave out information packs to all of our customers so that they no where all destination are also to make sure the correct clothing is worn.

A02: P107-111

individual log book
tracking contribution,
preparation, involvement etc
with the group project.

Log Book

Monday 19th June 2006

We had a group discussion about where we should go for our event, the destinations included London, a Murder Mystery weekend, Paris, Blackpool, PGL Activity Centre in Shropshire, Amsterdam, Bristol, Army/Navy based and a local 2 or 3 day local event.

We delegated who will research each event.

For 2 or 3 day local event

iris

- PGL, Shropshire

ristol

Amsterdam

was not in today, so she did not have to research anywhere. I researched London, which I was quite pleased about as I've been several times so this made it easier.

Thursday 22nd June 2006 (double lesson)

We carried out the research for the different events that we could do on the Internet. We then had a group discussion in the second lesson we reported back to the group what we had found out.

- ca found out that we would have to go with a minimum group of 10 people plus the teacher goes free. It costs £129 plus VAT for a week and £73 plus VAT for 3 days. Activities included wall climbing and canoeing.
- found that to travel to Amsterdam it would cost around £39 per person flying. For the accommodation it would cost £75 per person per night. Attractions that we could visit included Madame Tussauds, canal tour and a cruise.
- found that an EasyJet flight from Newcastle airport to Paris Charles de Gaulle would cost around £45 per person for a return flight. For the accommodation staying in a 3* apartment it would cost around £67 per person for 2 nights. For a Disney attraction pass it costs £47 per person and sightseeing pass costs between £6-£13.
- found that it costs £9.99 per person for a full day of paintballing and £4.99 for half a day. The paintballs cost £6 for a hundred. To participate in Go-Karting it was around £20 per person for 20 minutes.
- found that for a full-day of activities it would cost around £80. He didn't give any other prices such as transport.
- I researched London and I found that to stay in a Travel Lodge for 2 nights based on 2 people sharing would cost £70.00. To fly to London Stansted from Newcastle Airport with EasyJet it was around £40. To visit Madame Tussauds it was between £13.50 and £21.60 per person. Also to go on the London Eye It costs £13 per person, with a 10% group discount if over 15 people book together.

I would prefer to go to either London or to stay at home and participate in local activities, because it is going to cost more money if we go abroad or if we have to hire a coach to go a long distance.

A04:
P107-111
-> log book
contributions
to ongoing
evaluation
and
assessment
of
group
project,
planning
etc.

AO2: record of contribution

Friday 23rd June 2006

We tried to choose the roles fairly today, but everyone argued and most people wanted to be the Chairperson, I think this was probably because they wanted to be in a higher position than everyone else and have a final say on everything. We picked the roles out of a hat, so was random and therefore fair. The following shows the group member and their role:

- Julie - Marketing Manger
- Becky - Secretary
- Rebecca - Legal Aspects Manager
- Rachael - Finance Manger
- Taz - Human Resources
- Sara - Physical Resources
- Emma - Chairperson

SUMMER HOLIDAYS

Thursday 7th September 2006 (double lesson)

In the lesson, we found out that the group has gone down to only having 5 people in, as [redacted] have left. Their job roles have been given to other people. We decided that the [redacted]'s role as the Chairperson should be Rebecca as she had quite a small job just doing the Legal Aspects role [redacted] as given the Human Resources job that Taz had, as she had a small role as the Physical Resources Manager. I think that they were both quite happy to take on these roles, I'm glad that I didn't get an extra job as my role as Marketing Manager is big enough and I wouldn't want another role delegated to me.

We decided to call our group 'Travel Troopers'. This will be used on posters and letters that we send out to people for our event and also if we send anything to companies.

We had a vote to decide what we are going to do for our event; we chose 2 day trips locally. This is going to include participating in Paintballing, Bowling Whickham Thorns activities and Go-Karting. We discussed Go-Karting and decided with our teacher that we wouldn't have much chance getting a Risk Assessment for this activity and so decided to not do it any more.

Friday 8th September 2006

We did some more research about where we could do the activities at; we rang some individual companies to get some quotes for how much the activities are going to cost. We talked about if the event will be cost effective and whether or not to run it.

Friday 15th September 2006

As I am the marketing manager, it was my job to create a marketing questionnaire for the event. This will help us with what sort of transport to have and some definite activities if people agree with what we originally thought. However, when we were in the lesson Sara had made a questionnaire and I was confused about why she made one, as I thought this was my job. She said she

thought I hadn't created one which was fair enough, but it made me feel like everyone thought I wasn't capable of doing my job properly. We also decided on our aims and objectives for the group. We decided on our target market for the event, which is going to be students at our school in 6th form, so they will be aged between 17-19. We are going to invite some friends each, but if we can't get enough people to take part we are going to open it up to all of the 6th form.

Monday 18th September 2006

We decided to take part in Paintballing at Go-Ballistic outdoor paintballing centre at Belsay, ten-pin bowling at Megabowl, Metrocentre and Whickham Thorns activities - assault course and snow tubing. We phoned up the companies and booked the above activities for the 13th and 14th February. On the first day we are going paintballing and the second the other 2 activities.

Friday 6th October 2006

We received the Whickham Thorns Risk Assessment for the event and we rang the paintballing company again as we still haven't received one from them. There has been an advert made for a member of non-teaching staff to accompany us at our event, and this going to be placed in the staff room.

Monday 9th October 2006

We met our new teacher today and we discussed everything what we planning to do for our event. We discussed what point we were each up to. The advert for the male non-teaching staff was handed in and the paintballing company was rang again to see why the risk assessment still hasn't been sent.

Friday 13th October

I have wrote a letter which explains about what we will be doing in the event this was handed out to each group member plus an extra 3 to give to their friends to come along to the trip. The letter also had a parental consent slip and an EV7 form that need to be returned ASAP along with the first half of the money which is £20.

Monday 16th October 2006

We got a sheet called 'The Business Plan', we discussed it to make sure we all understood what a business plan is, why they are used, what do they include and who benefits from one.

Wednesday 18th October 2006

We read over the sheet 'Aims and Objectives'. As we have already decided ours for the event, it was easy to understand so we were just reviewing what we had already done to make sure we had done ours right. I typed up the aims and objectives at home so they are ready to hand in for the deadline.

AD2: record of contribution

Thursday 19th October 2006 (double lesson)

The first lesson was spent reviewing the sheet 'Customers, their needs and how they will be met.' This was straight forward as our customers had already been decided and we made sure we understood everything. In the second half of the lesson we had a meeting about people who haven't paid any money need to be chased up. Also Rebecca has started a data base to store student's information who are taking part in our event.

Friday 20th October 2006

We got a sheet 'Marketing the event.' I think that this part of the business plan is quite important to me as I am the marketing manager and need to make sure that the marketing of the event is done correctly.

HALF TERM - Wednesday 25th October 2006

I improved and typed up each group member's job role and their responsibilities, and who our customers are, their needs and how they will be met. I also completed the marketing of the event task. I also wrote an explanation of our chosen event and a feasibility study. These will be handed in next week.

Friday 31st October 2006

We had a catch up session to see how much work we have been doing; we looked at our log books to see how they are getting on and how much progress we have made. We also looked at the sheet 'Physical Resources' to help us write our business plan.

Friday 3rd November 2006

We had a meeting in this lesson, to see how we can fill up the last 20 places. Today was a deadline to hand in work that we have completed so i handed in tasks 1 to 4 of my business plan and the

Monday 6th November 2006

We had a meeting in today's lesson about how we can fill the rest of the places up for our event. We made some more posters to put up around the 6th form common room to try and attract the last few people. I think it's getting quite urgent that we fill these places up otherwise we aren't going to have enough people to run the event. We still haven't received a risk assessment from the paintballing company so someone is going to ring them from home. We also got a sheet for the 'Financial Resources' task to help us with this part in the business plan. swap roles with ...'s dad is an accountant and would be able to give her some tips on how to do the financial charts, which would have been a help to the group. However, ... idn't like the idea of this and wanted to stick to her original job role even though she hasn't contributed to any of the financial work yet. She was quite upset and took it the wrong way that we thought she was stupid, but we agreed that it would have been beneficial to the whole group if they had swapped roles.

AO2:
reward
of
contribution

Wednesday 8th November 2006

We got a sheet titled 'Human Resources' to help us complete it in the business plan. It seems straight forward to get on with it.

Thursday 9th November 2006 (double lesson)

We got a sheet for the 'Administration' part of the business plan. We discussed the different ways that we are going to store customer's information and where papers such as the meetings are going to be stored. We entered more data into the database for the customers that are taking part in the event. We finished the meeting from Monday 6th November. We decided to put information about our event in each of the 6th form registration folders so registration tutors read the information out to try and attract people to take part in our event.

Friday 10th November 2006

In the lesson today we looked at the sheet titled 'Timescales'. We discussed how to make Gantt Charts which will show the deadlines throughout our project and who has done different tasks that have contributed to the event. I also did some work for my business plan at home, I did Physical Resources and Financial Resources using the tasks sheets for guidance

Saturday 11th November 2006

Today, I did the Human Resources, Administration and Timescales tasks for my business plan. They were all quite easy and I feel that I understand the work.

Friday 17th November 2006

We got a sheet called ' Legal Aspects', which we discussed to make sure that it was clear about what to write for this task in the business plan. I handed in the corrections for tasks 1 to 4 and handed in 5 to 9.

Monday 20th November 2006

In the lesson today, we talked about 'Contingency Plans'. We talked about plans that could come into action if something does go wrong whilst planning our event or when our event actually runs. We decided to try and think of a plan B individually at home and then report back to have a final plan B that will happen if something goes wrong.

Wednesday 22nd November 2006

Today, we looked at how we will 'Review the Event.' We decided to do this by using our log book which will show positive and negative comments about how successful or unsuccessful our event has been. Also as the marketing manager, I am going to create observation sheets and client questionnaires. This will help us to write our evaluation and to see how successful each person in the group has been doing their job role.

Thursday 23rd November 2006 (double lesson)

In the first lesson, we looked at a specific requirement for what is needed for our business plan. We talked about any issues that people have that need to be

A02:
Record of
contribution

discussed in the next lesson. In the second lesson we had a meeting; an issue that came up is that there hasn't been any financial chart produced by the finance manager. I think that as the planning of our event has been running for a long time now, that these charts should have been produced or at least started as we have received payments from students who wish to come along.

Friday 24th November 2006

In today's lesson, we got a sheet titled 'research requirements'. Two people have paid to take part in the event, so there are 5 places left.

Monday 4th December 2006

I was not in today's lesson, as I was off school ill.

Wednesday 6th December 2006

I wasn't in today's lesson, as I was off school ill.

Thursday 7th December 2006 (double lesson)

In the first part off the double lesson, I discussed what I had missed in the previous 2 lessons of the week, with my teacher. I received some sheets to help write a section about the finance with information such as balance sheets and break even analysis charts. I also received my work back to correct. In the second half of the lesson we had a meeting, where we discussed the progress of our Gantt chart. We arranged to meet up on Monday period 2 so we could have a chat and discuss our contingency plan and the finance charts. We agreed this lesson as everyone was free to attend.

Friday 8th December 2006

In today's lesson, we worked on the computer to do coursework. Sara and I only turned up, which wasn't very good and shows that some members aren't taking it very seriously that it is important to turn up in case we need a meeting or to discuss something as a group.

Sunday 10th December 2006

I updated my work by correcting all of my corrections. I also did the teamwork section of my coursework.

Monday 11th December 2006

We met today, but only me, [redacted] cky turned u; [redacted] as excused because of personal reasons, but [redacted] didn't turn up so we just had to continue with the plan because we didn't know when we would all have a free lesson next together. We couldn't discuss whether financial charts had been produced because [redacted] wasn't here. In my log book, I wrote about how [redacted] and [redacted] re going to swap job roles but didn't want to because [redacted] wanted to continue with her original job. I think that today the group members present realised that they should have swapped roles as these financial charts would have probably been produced by [redacted] as she is a hard worker and meets most deadlines. We decided we are going to have to do the charts together

AD2: record
of
contribution 107

without the finance manager contributing to her job, as we have a deadline for them on Friday 15th December and it is important to hand them in then.

Friday 15th December 2006

In the lesson, we handed in section 1-6 of the project for it to be corrected and to show how much progress we have made. We had a chat about how each group member was doing and whether we have any outstanding work that we require help for. I wasn't in even though she said she would be and so none of the group members received any information about the financial section of the project.

Sunday 17th December 2006

I wrote all the theory to section 6 which is about the financial accounts. This work will be handed in tomorrow in the lesson.

Monday 18th December 2006

I was in school today, but went home ill before the lesson. I went to see Miss Cooper to get my work back which I will correct and I also handed in section 6. In the lesson we would have been using it for our individual work and so I can catch up with this through the week.

Wednesday 20th December 2006

In today's lesson, we used the time to correct our business plan.

Thursday 21st December 2006

Today's lesson was not on as we broke up from school for the Christmas holidays. At home, I did further corrections on my business plan.

Friday 22nd December 2006

As we were broke up from school and should have had a lesson today, I did some work on the business plan trying to improve it.

Christmas holidays

Throughout the holidays, I improved and corrected my business, so it would be ready to hand in when I returned to school.

Friday 12th January 2007

and I were only present in today's lesson; we discussed how we are going to evaluate our event with Miss Cooper. We also talked about how much progress we had made and if we had any problems.

Monday 15th January 2007

Myky talked about designing a group evaluation template this week.

AO2:
New word of
contribution

Wednesday 17th January 2007

Miss [redacted] 't in today, so I went home and thought about what to do for the template.

Thursday 18th January 2007

We had a double lesson today, in the first lesson we handed out the second letter to group members and letters were given to them to give to friends and other students who they would see. In the second lesson, we had a meeting. Some things that came up were that the paintballing risk assessment still hasn't arrived after we arranged for two copies to be set out to different addresses and neither arrived. We are also talked about the financial accounts and that the finance manager still hasn't shown any of them to show she has completed them. We talked about how certain people's attendance is really bad and this was aimed at [redacted] ular.

Friday 19th January 2007

After our meeting yesterday, I expected that everyone would be present in the lesson, but [redacted] e not present. We just talked about our progress and the evaluation template.

Friday 26th January 2007

In today's lesson, we looked into a new paintballing company that we are going to go to instead of Go Ballistic as we still haven't received the risk assessment. This will not affect how much the trip has cost. [redacted] were not in today, I went to talk to the site manager John Hall as he is a member of male non-teaching staff. We had a short meeting with the rest of the class and Miss [redacted] and he agreed to come along with us during the running of the event. This was not meant to be my job, but [redacted] 't in, I took on the role to sort it out as it is less than a month until the event will happen.

Monday 29th January 2007

[redacted] vere not in the lesson today. We talked about the final arrangements for the new paintballing venue; this will be booked this week. Miss Cooper took on the financial role and produced the financial accounts as Rachael still didn't show any charts to any group members. This week we are also going to ring the bus company as we need to arrive at the new paintballing venue in Cramlington earlier and therefore the bus will need to pick us up from school earlier.

Wednesday 31st January 2007

In today's lesson we talked about what we need to talk about in tomorrows meeting and made an agenda. We need to arrange the coach company to pick us up earlier as we need to arrive promptly at 9.15 at the new paintballing venue. We also need to complete the Gantt chart. [redacted] wasn't in the lesson because she had an exam.

102 : record of contribution

Thursday 1st February 2007

I updated my business plan with the new paintballing company information. Miss [redacted] booked the paintballing venue. We rang the bowling company to confirm that we can take a cheque when we go on the day. We talked about how many payments we are still due, two left so I reminded these customers and they are going to bring their money in tomorrow. In the second half of the lesson, we finished the Gantt chart.

Friday 2nd February 2007

In the lesson [redacted] went to the school office to find out how we can pay the companies, we are going to take a cheque to Megabowl on the day. Delta Force and Whickham Thorns a week in advance, when the company will send an invoice to the school. The coach company doesn't have to be paid until after the event. We have to take our ID badges on the second day to Megabowl to prove that we are all students. We have organised a meeting for Tuesday at 1.10 p.m. to give any final details to all of the customers who are taking part in the event. We also need them to fill out a registration form that Delta Force requires.

Tuesday 6th February 2007

Today we had a meeting for all of the customers who are taking part in the event. [redacted] wasn't there as she went on holiday today. The customers filled in the registration form that Delta Force, the paintballing company, require from each player. We gave them the information packs that we had prepared earlier in the day. A copy of this pack is included after in the feasibility study after my research. We talked to them about what time to arrive at school, about travel details and any other relevant information was given. We asked if anyone had any questions and answered these. The meeting went very well.

Friday 9th February 2007

In today's lesson we talked about the final arrangements and made sure that everything was sorted out for the event next week. The cheque has been written out to take to Megabowl on Wednesday next week and everything has been organised so we are ready to go next week. [redacted] I split the customers and the event organisers, including us, into two groups of 10. For a team building activity, we are going to ask the groups to sit together on the coach and come up with a name for their group.

Yellow Week: Off but the event runs on Tuesday and Wednesday and we will complete the evaluation for the event on Thursday and Friday.

Monday 12th February 2007

I updated log book and business plan.

Tuesday 13th February 2007

This was the first day of our event. We went paintballing at Delta Force, Cramlington. We got picked up at school and arrived at 9.15 a.m. I hadn't been paintballing before but I really enjoyed the day, apart from getting hit because it really hurt. I tried to sort of be in control of the customers and communicate well

A02:
Neword
07
Columbus

with other group members, this was hard at some parts of the day and I sometimes forgot this and looked more after my friendship group. We didn't think about what would happen if people ran out of paintballs, but the people who had extra money just got some more and carried on, and others were just as happy to sit out for the last one or two games. I didn't take part in this activity which I thought was a bit wrong of her, considering we had organised the event, but it was her choice. I think overall, we were the best group members on the day. I didn't help out or deal with any customers except her group of friends.

Wednesday 14th February 2007

The day got off to a bad start for the second day of our event, three boys who had originally said yesterday they were making their own way there, turned up at school so everyone we had to change the transport arrangements. I was more bothered about pleasing myself so I could go with my friends to realise how bad it must have looked to the customers. I should have tried to organise the situation with the other group members. I was also quite happy just to leave everyone, which was wrong of her.

Bowling went quite well, although the group of friends who were in my team were quite happy to use the reason that they were at the Metrocentre to go off shopping. They didn't do that but that was the plan which I thought was wrong of them. Also other individuals were so immature and just behaved as if they were children, throwing balls into other lanes and messing up other customers games. At lunch, all my friends just decided to leave me when I went to look for a cash machine which was nice of them. I was worked up by this time and just wish the day was over. In the afternoon, Whickham Thorns was ok, apart from someone made a complaint about an instructor who was rude, but I thought the situation was blown out of proportion. The activities were good, but they were too long and so everyone got bored. I thought it was a good idea that we bought crisps, drinks and chocolate out of the left over money, everyone tucked in and enjoyed this. Yesterday was so much better than yesterday, I didn't really help anyone and didn't keep in my role which when I think of how I did act was really bad.

Thursday 15th February 2007

My friend went to Paris today, so she didn't wasn't there to help with the evaluation, so we just did it without her. The day went well, I had made some points to talk about for the group group evaluation so we added a few more and completed half of the answers. We wrote the template for the self evaluation for us to complete in our own time. The day went well, as everyone received criticism from our teacher but everything she said was very honest and just made us see what we had really acted like. I offered to type up the evaluation so we could just add to it tomorrow. My friend is going to send a copy to

AD2: record of contribution

Friday 16th February 2007

We finished the group group evaluation and I typed it up, we printed these off and then were allowed to go home.

HALF TERM - I read through all of my business plan and all the other work that I have done, to make sure it made sense and incase there were any spelling mistakes. I did the individual group evaluation and self evaluation so everything is completed. Printed all work off

Wednesday 28th February 2007

I added in all of my marketing work e.g. poster, letters and questionnaire plus my research. I produced a contents page and front page. I she would e-mail the financial charts she produced last week, but I still haven't received them so I am going to add Miss . . . financial charts in to my work.

Friday 2nd March 2007

All my work has been completed and handed in, so the unit is finished!

Travel Troopers 2-day activity event 2007.

INDIVIDUAL STUDENT OBSERVATION

Observation to cover all aspects of the 2 days of activities including:

A02:
teacher
brief
feedback
on
2 x
day
events

- DAY ONE**
- Morning: organisation and bus trip
 - Paintballing (AM)
 - Lunch break
 - Paintballing (PM)
 - Afternoon: organisation, CSQ and comment cards and bus trip
 - Involvement and participation

- DAY TWO**
- Morning: meeting point and group arrangements
 - Bowling – checking-in, shoe hire, lane arrangements
 - Lunch break – organisation and arrangements
 - Whickham Thorns – checking-in, groupings
 - Afternoon: CSQ and comment cards
 - Involvement and participation

STUDENT NAME: J

TRAVEL TROOPERS

Financing
Director:

te

Areas of observation to specifically focus upon...

- ❖ Management and Leadership
- ❖ Customer Service
- ❖ Group dynamics and Team Working
- ❖ Problem Solving
- ❖ Involvement and enjoyment

DAY ONE

MANAGEMENT AND LEADERSHIP:

- good interaction with paintball officials/marshalls.

CUSTOMER SERVICE:

- ensured strong communication with and interaction amongst customers.

PROBLEM SOLVING:

- willing to ignore transport problems and would have left early to avoid!

INVOLVEMENT AND ENJOYMENT:

- got involved and enjoyed the experiences.

Overall comments, suggestions and ~~ways forward for future events...~~

- Thankyou cards! (John + customers).
- don't be easily led.
- maintain professionalism (don't!).
- aim to please others!

SIGNED:

DATE:

Nesher

14-02-07

114
AO4: group evaluation - written as a group after the event.

Group Evaluation

On day 1 of our event the coach picked us up at 9 a.m. to take us to Delta Force paintballing venue. We arrived 15 minutes later; we were all given boiler suits and helmets to protect us, as well as a waist band to carry any extra paintballs that we had. There was a lot of waiting around and no one really knew what to do. We were given our paintballs, split into two teams and then listened to a health and safety demonstration. Afterwards we were given our paintball guns and headed out to begin the game. We played four different games throughout the day with lunch and snacks in between games. There was a lot of waiting around and time wasted in between the games travelling into the forest and back out after each game. The teacher had to call the bus company to arrange the coach to pick us up earlier, when this should have been Human Resource job. We left early as people didn't have enough paintballs left and we didn't think about what would happen if people didn't have money to buy more. After the games, we were taken back to school. We sort of lost control over our customers a bit, as there was another group that we mixed in with and it was hard to get everyone together. Everyone enjoyed the day, as no one had been before and didn't know what to expect.

On day 2 we met at school at 9.30 a.m. There was a mix up with the transport because three boys turned up at school when they said the day before that they were making their own way there. There was enough room but everyone got confused and a bit worked up about what was going on, so it was a bad start to the day. We made our way to Megabowl, Metrocentre to start bowling at 10 a.m. We had four lanes, where we each played two games. The group members weren't organised, as we went into the bowling alley without the customers and left them behind. Afterwards, we broke up for lunch and then met at 1 p.m. to travel to Whickham Thorns. The group split into two groups and half took part in snowtubing whilst the other participated in an assault course. The groups were based on friendship groups which meant that the group members weren't doing their job correctly. One of the instructors was rude to one of the groups and was quite unprofessional the way he acted with them. The activities finished at around 4 p.m. We handed the customer service questionnaire and customer comment cards were distributed and customers give us their opinions. We collected these in and people made their way home. The day was successful, although the activities were too long in the afternoon and slightly less exciting than we had anticipated. We should have done a trial run to experience the activities ourselves before booking them without knowing what they are. It would have been better to have a coach for this day to avoid the transport problems and also to have all of the activities located at one venue.

This evaluation has been completed together as a group. It shows how good or bad we have worked together as a team, as well as our individual contributions. From this evaluation it will be clear whether our event has been a success or not.

-How well did the group select the event? Did everyone contribute?

We each thought of a different place that we would like to visit. Each group member then researched what activities there was to do at this destination. Everyone in the group participated, except Rachael who wasn't in the lesson. We researched different places without deciding who our target market was and the appeal of the event, so what we really did was think of something that we would like to participate in. This was wrong, because we put our needs first before even deciding who our customers would be and considering what they would like to do.

The majority of the group found sufficient information to feed back their researched idea. We had a vote and the local event got the majority vote, mostly because the activities looked exciting from what had been found and it was an easy and cheap option. No one had been to any of these venues and took part in these activities, therefore no one knew what to expect. This could have improved the activities that we decided to take part in for our event, as we could have done a trial run and experienced the activities to see if they were suitable.

- How well did the group select their roles and responsibilities? Did each person agree to their role?

This was done when Mr [redacted] was teaching at school. We were told the different roles that there were, the group couldn't come to a decision so that each member had an individual role each. As we hadn't worked together in a team like this before where we had to rely on each other, it meant that we didn't know what skills and qualities each person had and which job would suit an individual. Therefore we picked the roles randomly which was fair, although it meant that a person may get a job that was not suitable for them. We think that we should have integrated the roles, so no one had a specific job but did different aspects. The following shows each members job title and their opinion on it and what role they would have preferred:

[redacted] was given the Legal Aspects role. 'I didn't feel involved with this and felt I wasn't giving any help to the group. When a group member left, I was given the Chair role, which I was happy with and felt a lot more involved.'
Rachael was given the Finance role. 'I felt this role was ok, there wasn't a lot to do and I didn't get very involved with the group as a whole. I would have preferred the marketing role.'

[redacted] was given the Marketing role. 'I was happy with this role, I felt like I completed all the required work, but there wasn't a great deal for me to do through the lead up at the end of the event.'

[redacted] as given the Human Resources role. 'I was quite happy with this although I felt I didn't have a great deal of involvement with the lead up to the event.'

[redacted] is given the Secretary role. 'I felt ok about having this role but didn't like all the paper work side of it. I would have liked to have been the Chairperson.'

-Did each person complete their part of the business plan, that contributed to the group as a whole?

In the end, everyone did complete the work that was required off them. It was delayed and could have been done a lot sooner to get jobs completed. A lot of

AO4: Group
(group)
evaluation

people were negative when other people took over their roles, as they felt like they couldn't do their own job themselves. Instead, this should have been looked at as a positive thing that people were trying to help each other. Everyone could have improved their attendance, although some people have been worse than others.

- How well did the team work together leading up to Christmas?

We think that there was a general lack of communication between group members. No one really realised how much work was actually involved with this unit of the course, so everyone was shocked at how much we actually had to put into it. There was no clear leadership from the Chairperson and we felt that Becky would have suited this role, as she has been a good leader throughout the lead up to the event.

- How well did the team work together after Christmas in the build-up to the event?

After the Christmas holidays the event started to fall apart, as the event started to get closer, we relaxed a lot more thinking knowing that everything was sorted out. Some people handed their coursework in on time, but other people had excuses for not handing in their coursework such as exams and other coursework deadlines. These can be excused but the attendance wasn't at a good standard for people not to turn up at all without an excuse. When the event grew closer with just two weeks left until the event ran, everyone began to worry as it wasn't far away and we needed to organise last minute details and make sure the event would run smoothly.

-How well did the team work together during the event?

During the event there was a lack of communication during group members. On day 1, some people worked hard to meet the needs and give good customer service to the customers. Others didn't get involved with the customers. On day 2, some people organised and took charge leading that days activities.

-Were the group prepared and organised enough, in their individual role, for the event?

The group were prepared and organised before the event, but a lot of people forgot what they were required to do on the day. This meant that customers didn't receive the customer service they should have and meant we didn't do our job properly. Below is the group member's individual comment on how they think they acted in the event.

- 'My role as the marketing manager meant that I had to complete all my work before the event ran and therefore just had to give good customer service to everyone. I feel I was more helpful on day 1 and should have acted better on day 2.'

- 'My role was mostly completed before the event ran, but I feel I gave good customer service to everyone and was organised well throughout the event.'

Adv: Group (group) evaluation

- 'My role was completed before the event happened and therefore I didn't have a lot to do. I did try to give good customer service, but put my friendship group first before other customers.'

- 'I feel that I did do well throughout the event, but because of external factors such as lack of communication between group members and that another group was there on day 1, the group fell apart.'

'I knew what was required from me, but I didn't take part in any activities except bowling. I took a back seat when I should have been more involved helping customers and communicating with group members.'

-How successful were we as a group for the following: (1-5 = worst to best)

	Day 1	Day 2
Management & Leadership	3	1
Customer Service	4	2
Group Dynamics	2	1
Team working	2	1
Problem Solving	2	1
Involvement & Enjoyment	4	3
Total	16/30	10/30

Factors that influenced day 1 are that no one had been paintballing before and therefore didn't have any expectations. Everyone enjoyed the paintballing and everyone was eager to get involved. The group members were more organised on this day, as no one was tired and had lots of energy. Also because we travelled together on a coach it meant that we arrived together and could give any one instruction together.

Factors that influenced day 2 are that we didn't have a coach so everyone went separately. This wasn't straight forward as three boys turned up at school who had told us that they were making there own way there, there was enough room in cars but everyone wasn't organised and it wasn't a good start to the day. The activities were located at different venues which meant having to get everyone together as a group and it took more time. It would have been easier to have had the activities at one venue where everyone could stay together. We could have organised lunch together to keep the group together. Everyone relaxed more as a group and people were tired and just wanted the day to be over so they could go home. There was a lack of interest and enthusiasm from group members and customers and the day was very disappointing after paintballing. This wasn't our fault but it would have been hard to find a better activity to follow paintballing.

-What has been learnt from customer service questionnaires and customer comment cards?

Everyone enjoyed paintballing and it went really well. The only thing that could have been improved on that day was that we didn't have a contingency plan to cover what would happen if customers ran out of paintballs and didn't bring any

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(group)
evaluation.

money, so the day had to be cut shorter because of this. If we did it again, we would get more paintballs for everyone. Everyone was satisfied with the cost of the event and paid what they expected. To avoid the transport problem on day 2, we would have a coach for the second day, to keep everyone together. The transport problem on day 2 was mainly caused by the three boys who turned up who said that they were making their own way there. It was probably them who made negative comments about the transport on the customer service questionnaires. Also a few people commented about the mud and how dirty it was, but because of when we did this unit we couldn't avoid this. It would have been warmer and cleaner if we ran our event in the summer. Some people said that the activities were too long and this meant people were standing around getting bored. This could be avoided by having the activities for 30 minutes instead of an hour.

-If the event was run again in the future, what factors would we change for the following?

-Planning and Organisation – We should have been generally more organised throughout the event and started to plan the event earlier, instead of leaving it.

-Roles and Responsibilities – We wouldn't have the boundaries for each role so strict and share jobs so that more gets done. The role was only a label for a person and people took their title a bit serious. We would also share the responsibility of the work instead of giving it to one person.

-Events – Everyone enjoyed paintballing so we would definitely do that activity again. We would have managed if the group members stuck together and supported each other and organised customers. We would probably think more about who our target market would be and aim pick something specific that they would enjoy. We would also have lunch together to keep everyone together. If we went bowling we would make it more competitive with each lane competing against each other. We could also team up with people who we don't know so everyone mixes in with people who they don't know.

-Business plan – We would set more deadlines and try and make sure that people stuck to these. Also we would make sure that people know what they have to contribute for the job or allocate work for each member.

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AO4: Group evaluation written individually.

Individual group evaluation

-How well did the group select the event? Did everyone contribute?

n't in when we gave everyone a destination to research, but everyone else took part and did their research. The information for the research can be seen in my log book entry on Monday 19th June 2006.

I think that the group selected the event quite well, although we did argue a bit, as we couldn't get a destination that everyone agreed on. I think people took their research seriously and found the correct amount of information to give details about their destination to the rest of the group.

-How well did the group select their roles and responsibilities? Did each person agree to their role?

At the beginning when we tried to each choose a role that we would like, the majority of the group said that they wanted to be the Chairperson. I don't know why this was, but I presume that it was because that role had the most authority over the group. I wasn't particular bothered about what role I was given. I have been happy with my role throughout the unit. We randomly selected the roles, which was fair to everyone. I was given the marketing manager which was fine. Some people didn't really agree to their role, but know one could agree together, so it was fair selecting them randomly. Everyone's roles can be seen in my log book entry on Friday 23rd June 2006.

-Did each person complete their part of the business plan, that contributed to the group as a whole?

At the end of the event, everyone had done the work that was required for their job role. I think should have done her work a lot earlier, as in the end our teacher had to produce these. This can be seen on Monday 29th January 2007. However, when was told that our teacher had produced the financial accounts she wasn't very happy and did them then, which was very late considering how long she had to do it and how many times we asked her to bring them in. This can be seen in many log book entries about the lack of progress for the financial accounts. I feel that everyone did really well in completing their work, although sometimes deadlines weren't made.

-How well did the team work together leading up to Christmas?

I think that in the lead up to Christmas, people didn't realise how much work they actually had to do and everyone started to panic when they saw how much we had left to do. I think that because no-one came to every single lesson, there was a lack of communication and people carried out tasks without letting everyone else what had been done. I agree with what we wrote in the group/group evaluation that I have been the Chairperson as she was a clear leader and good at getting the message to people making sure that her view is heard.

AO4: Group
(individual)
evaluation

-How well did the team work together after Christmas in the build-up to the event?

I think that after Christmas, as the event got closer everyone thought that we had basically finished and just gave up. People didn't work together as a team. No-one communicated with each other properly again. I feel that I made progress with my attendance throughout the unit, but some people were consistent in not coming to the lessons.

-How well did the team work together during the event?

I think that there was a lack of communication throughout the event. On the first day I think that I worked really well together. I didn't take part in the event, and sat out all day not really communicating with group members or any customers. I didn't do anything and just stayed with her friendship group, as I did also but I also looked after other customers but I didn't try but did her own thing and didn't communicate with any one. On the second day I took care more of my friendship group instead of other customers, I did the same again. I think that the lucky were good today and handled customers well. I didn't take part in bowling but not in Whickham Thorns activities so she didn't really help any customers.

-Were the group prepared and organised enough, in their individual role, for the event?

I believe that the group was prepared and everyone knew what their responsibilities when the actual event ran. I think that the majority of us forgot that we were putting the event on for the customers and we just basically acted like them having a good time. I don't think that we were very organised throughout the event, as we never got together if there was a problem to try and sort it out. Instead, people just made their own decision and carried it out.

- How successful were we as a group for the following: (1-5 = worst to best)

	Day 1	Day 2
Management & Leadership	3	1
Customer Service	4	2
Group Dynamics	2	1
Team working	2	1
Problem Solving	2	1
Involvement & Enjoyment	4	3
Total	16/30	9/30

I have used the same table as the group/group evaluation, because I agree with what we decided as a group together.

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AS4:
Group
(individual)
evaluation

Factors that influenced day 1 are that none of the group members had taken part in paintballing before, so we just as excited as the customers. I don't think it was very professional that I didn't take part. It was ok that she didn't want to but it didn't look good to the customers and they questioned why she wasn't taking part. We had a coach for day 1 which I think kept us more organised and together as a group which helped the communication between group members. Also I feel that I and I took control whereas I didn't look after any customers other than her friendship group. I did get involved with customers but didn't communicate with other group members and I didn't get involved at all. I think that the marshals were quite unorganised and just left everyone hanging around. This wasn't our fault though and I spoke to them to sort it out.

Factors that influenced day 2 are that everyone wasn't very interested in the activities, some took it more serious than others and my friendship group didn't even want to take part. I got stressed at this point and just wished that the day was over. No one was organised throughout the day. This was partly due to the transport situation, when everyone was making the own way there. Also the three boys that turned up when they said they were making there own way there. I didn't act professionally as I left other customers instead of organising the situation. This was wrong of me and I can see now how bad it must loo to all of the customers. The activities at Whickham Thorns were quite boring and too long so everyone lacked enthusiasm and people just couldn't be bothered and wanted to go home.

(Comments are reflected in my log book.)

-What has been learnt from customer service questionnaires and customer comment cards?

The best activity that I think everyone enjoyed was paintballing by far. The only negative points that people said about paintballing was the weather and how muddy it was. We also didn't think about what would happen if people ran out of paintballs. Everyone was satisfied with the cost of the event. To avoid the group being unorganised, we should have booked a coach for day two as well. I think the transport situation could have been handed better, we had a few negative comments about the transport but we think as a group it would have been from the three boys that turned up, but they had said they were making there own way there.

- If the event was run again in the future, what factors would we change for the following?

-Planning and organisation - I think that overall we need to be more organised throughout the lead up to the event and when the actual event ran. We need to have planned things earlier so this helps us more organised over a longer period of time.

-Roles and Responsibilities - I think that we should have shared the work load out more, so that the role boundaries aren't so distinct and so people can help each other. I believe that throughout the event when deadlines haven't been met,

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Act: Group
(individual)
evaluation.

other people have offered to do jobs and this has been taken negatively and the wrong way, as people thought this meant that they couldn't do their job properly.

-Events - I know that everyone enjoyed the paintballing activity so I think that we would do this again. On the other hand, I think that I would choose to do something completely different that I am interested in such as a trip to London that would include shopping and seeing a show. Therefore I would feel more passionate about organising something that I really would look forward to.

-Business plan - I think it would be better if people had better attendance so that we could get on with tasks more often. Also have strict deadlines so that progress is made and tasks are completed earlier. I think it would also be better if we share the work from different job roles so the work we do varies and people don't get bored and give up on their job and the work.

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104: self evaluation of the whole event Maria

Self-Evaluation

-My opinion on...the event chosen?

I think that the event was a suitable event and I thought that it would be fun and energetic for everyone, which it was. However, none of the group members had experienced the majority of the activities, except everyone had taken part in bowling before. I think that we should have visited the venues we chose, so we experienced them first and knew what to expect, we could then decide from our opinions whether to have these activities for our event.

My opinion on...roles and responsibilities?

I think that my job role as marketing manager was really good; I haven't had any problems with my job throughout the unit or with the responsibilities that were required of me. I think that other members of the group were given a role what didn't really suit them, I think [Name] could have been the Chairperson as she is a good leader and gets her view across to people. [Name] should have had a small role even though her finance one wasn't that big, because she wasn't really committed to her role. I think [Name] was good at her role and took it seriously doing what was required of her and more by going out of her way to ring companies etc. [Name] wasn't very good at her role, she had two roles that didn't really require anything for the business plan but she didn't put her role into action throughout the event either.

My opinion on...completion of business plan - joint sections?

I have completed all that was required of me and given these resources to necessary people whether these are the customers or group members, I don't feel like I have let any one down. I think [Name] a really good job when making agendas and producing the outcome of the meeting to give to everyone. [Name] didn't produce her financial charts and Miss [Name] id to several times take over her role when she wasn't in. [Name] as quite good but I feel she hasn't done a great deal in producing work. This is because she doesn't actually have anything to give us but she has done a lot of work behind the scenes such as contacting companies. I think [Name] as done well, she has been organised and produced what was required of her.

-How happy were you with your own role? What would have been your ideal role, and why?

I was very happy with my role as marketing manager, when this role was randomly chosen for me, I knew what marketing was but wasn't sure what I would actually have to do for the unit. The majority of the work that I produced for everyone, was done at the beginning, so I got a lot of my work out of the way early on. I think this left me with a lot of time to finish the entire unit off. I think that this was my ideal role, as I have experience of marketing from a business course and from another unit in travel and tourism and so knew quite a bit about it. I think I could have also been suited to being the Secretary as I am an organised person. However, I wouldn't like writing all the time and this is an administrative role so I think I was better off with my marketing role.

104:
self
evaluation

-How much of an influence did you have in the event that was chosen? What would you have changed about the event decision making process if you had a chance?

I think that I did have an influence in choosing the event. A few people had originally said that they wanted to go to PGL in Shropshire. I didn't want to, I was happy staying in Newcastle and taking part in the activities that we eventually did. However, I didn't want to spend all that money and do sporting/adventure activities for a week as it wouldn't suit me. Therefore I made my view heard saying I didn't want to participate in this activity along with two other group members, so we stayed in Newcastle to do local activities.

For the event decision making process I think we should have changed the types of activities, for example a lot of them were sporting in the UK and I think we should have done different activities such as shopping as an option. Also we could have linked some activities into the event so that we try and have at least one activity that would suit each group member.

-What specific aspects of the planning and organising phase were you...happy or unhappy about? Which aspects would you change?

I think that at the beginning when we had chosen what we were going to do for the event, everyone was excited and just wanted to go. I don't think that the group knew how much work we actually had to do. It was easy just to organise the event, but the amount of work that we have had to do with the business plan and all the theory behind the event has taken a lot of time and hard work to complete. I think that the event itself was planned well but we weren't very organised. This is reflected in the paintballing, we left it late to change companies but this wasn't our fault, Go Ballistic said they were sending the risk assessment but we never received it so that's why we changed to Delta Force at the last minute. I think this made the group a bit worried as it was really close to when the event was going to run and we had to change plans and bus times.

I think that we should have organised the event and received everything such as directions and risk assessments so we knew it was definite that we were going to these venues and we could then relax and get on with all of our work.

-How effective were you as an individual contributing to the business plan?

-Group meetings

I was present in all the meetings, apart from two. I think this shows that although I wasn't there all of the time, that I did try hard. From being in most of the meetings, I feel like I have had a say and made my opinions heard and helped the group with progress throughout the unit.

-Lesson attendance

I have had good attendance, but haven't been to every lesson. I have given reasons in my log book why I wasn't in lessons. When I have returned and met with the group in my group, I have made sure I know what happened and found out what I have missed. I have also spoken to my teacher to receive feedback and to get work so that I can catch up. I think I could have tried harder to make sure I was there more, but my attendance has been good compared to other people in

ADY: self evaluation

the group.

-Physical resource output

I think that everything that I needed to produce for the business plan for myself and other group members has been done. I feel like I have done really well in my role and tried my best.

- For the event, rate the following: (1-5 = worst to best)

Task	Rating
Overall contribution	4
My role in the group	4
My customer service role	3
My involvement with decision making	3
My involvement for problem solving	2
Overall management/leadership skills	4
Total	20/30

- SWOT Analysis

'SWOT Analysis is a strategic planning tool used to evaluate the Strengths, Weaknesses, Opportunities, and Threats involved in a project or in a business venture or in any other situation of an organization or individual requiring a decision in pursuit of an objective'.

http://en.wikipedia.org/wiki/Swot_analysis#Strengths_and_Weaknesses

The strengths and weaknesses are internal, whereas the opportunities and threats are external.

<u>Strengths</u> -Organised -Helpful -Can get my view heard -Can work alone or part of a team	<u>Weakness</u> -Poor customer service at times -Staying with friendship group -Have missed lessons
<u>Opportunities</u> -Be able to organise an event for next unit – Adventure Tourism - Be able to help out with another event using experience gained.	<u>Threats</u> -Group members were distracting

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ACY: clear thoughts about running an event in the future.

Recommendations

I think that if I were to be part of running an event like this again, there would be lots things I would do different.

At the beginning when we were deciding where we would go for our event, we took a long time to do this and couldn't make a joint decision about where to go. Everyone was concerned more about there needs than other group members. We didn't choose an event that we would be really passionate about, so next time I would want to go to London to see a show and go shopping. I think it would be really good.

A lot of people had poor attendance throughout this unit, so I think that everyone could have tried a lot harder to be more committed.

At the beginning of the unit, we set one lesson out of our fortnight timetable where we would have a meeting. This was regularly missed by group members and people missed out on the progress that we had made and any tasks that they had to do.

Throughout the actual event, know one really excelled that much although some people clearly tried harder than others. No one really stayed in role on the two days. Next time, I wouldn't have clear boundaries for the job roles so we can help each other. Some people didn't have a lot to do for their role and should have helped out others who had a bigger work load. The way that the roles were chosen was fair and unfair. It was fair because everyone had an equal chance to get one of the roles, but it was unfair because if someone felt that they really didn't want a role and they got it they were stuck with it.

Some people didn't really do what they were required for the business plan. I didn't like the fact that we had to rely on other people to do bits of the business plan as it took a long time and I would have preferred to do the work myself.

Overall, I think that everyone needed to be a lot more organised and communicate better with each other. I would have chosen a different place for the event, as mentioned before. I think that were successful and did a good job considering none of the group members have ever done anything like this before.