

# X214/301

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NATIONAL  
QUALIFICATIONS  
2009

WEDNESDAY, 20 MAY  
9.00 AM – 10.20 AM

ADMINISTRATION  
HIGHER  
Paper 1

## SECTION 1

This section should take you approximately 30 minutes.

Read the passage then answer the questions that follow.

**ALL** questions should be attempted.

## SECTION 2

This section should take you approximately 50 minutes.

Answer any **two** questions.



## SECTION 1

**ALL questions should be attempted.**

### **McDonald's Restaurants**

McDonald's has 3 main company goals:

- 100% customer satisfaction;
- increasing market share;
- and increasing profitability.

McDonald's currently operates over 1000 restaurants in the UK and believes that it employs some of the best and most ambitious people in the job market. A wide variety of selection methods are used to ensure that the right people are employed.

New staff receive induction training on their first day, to introduce them to the company and the particular restaurant in which they will be working. They are trained on health and safety matters and hygiene. The "Welcome to the Team" video, which gives information about working in McDonald's, is shown to all new staff. Teamwork is an important element of McDonald's philosophy.

Promotion prospects with McDonald's are very good – 80% of McDonald's managers started out as crew members.

All employees are hired on a 3-week probationary period, during which time McDonald's reserves the right to terminate employment. If an employee's work proves to be satisfactory at the end of the 3 weeks, he or she becomes part of the team. The success of McDonald's is due to good teamwork.

### **QUESTIONS**

*Marks*

**Answer ALL the questions, 1–5.**

- |  |             |
|--|-------------|
| 1. Outline the benefits to an organisation of employees receiving induction training.                          | 2           |
| 2. Describe 2 selection methods used by a Human Resources Department.  | 4           |
| 3. Justify why customer satisfaction is important to an organisation.  | 4           |
| 4. Describe features of presentation software which may be used to enhance the delivery of a training session. | 4           |
| 5. Discuss the features of an effective team.  | 6           |
|  | <b>(20)</b> |

## SECTION 2

Marks

**Answer any TWO questions.**

1. (a) Outline **2** features of a Mission Statement and justify the importance of this statement to the organisation. **4**
- (b) Outline **4** factors to be considered to ensure internal customer satisfaction. **4**
- (c) Discuss strategies used by senior administrative assistants to improve their efficiency in task management. **8**
- (d) Identify **2** time stealers and for each suggest how these can be avoided. **4**
- (20)**
2. (a) Outline the benefits of a career break to:
- (i) the organisation;
- (ii) the employee. **4**
- (b) Discuss ways in which flexible working practices can improve the work/life balance of employees. **8**
- (c) Describe:
- (i) **2** methods of voting at meetings; **4**
- (ii) **2** documents relating to a formal meeting. **4**
- (20)**
3. (a) Outline ways in which an organisation can:
- (i) monitor e-mail;
- (ii) limit access to Internet sites. **4**
- (b) Describe features of a good e-commerce website. **6**
- (c) E-mail is an important method of communication. Discuss the impact of e-mail on an organisation. **6**
- (d) Compare web based and paper based sources of information in the organisation of a business trip. **4**
- (20)**

**[Turn over for Questions 4 and 5 on Page four**

- |    |     |   |             |
|----|-----|---|-------------|
| 4. | (a) | Outline decisions taken by an organisation to minimise Sick Building Syndrome.  | 4           |
|    | (b) | Describe <b>2</b> possible consequences for the employee moving from a cellular to an open plan office layout.                                      | 4           |
|    | (c) | Staff welfare is important in supporting staff. Discuss the support systems which may be provided by Human Resources.                               | 8           |
|    | (d) | Outline and justify <b>2</b> ways of making sure employees are aware of new legislation or changes to legislation affecting the office environment. | 4           |
|    |     |   | <b>(20)</b> |
| 5. | (a) | Identify possible areas of development for an employee which may follow an appraisal meeting.   | 4           |
|    | (b) | Discuss the importance of Continual Professional Development (CPD) to ensure staff ICT skills and administrative knowledge are kept up to date.     | 6           |
|    | (c) | Describe <b>3</b> methods of monitoring and controlling targets.  | 6           |
|    | (d) | Compare the use of a database and a spreadsheet for storing and analysing information.  | 4           |
|    |     |   | <b>(20)</b> |

*[END OF QUESTION PAPER]*

# **X214/302**

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NATIONAL  
QUALIFICATIONS  
2009

WEDNESDAY, 20 MAY  
10.40 AM – 12.00 NOON

ADMINISTRATION  
HIGHER  
Paper 2

You have 1 hour 20 minutes to complete this paper. No alterations can be made to tasks after this time. However, if you do not have the opportunity to print out all/any of the material during this time you will be given time at the end to do so.

- 1 60 marks are allocated to this paper.
- 2 Your name should be displayed on all work submitted. **Key in** your name on each printout.
- 3 At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the invigilator.



## **INFORMATION FOR CANDIDATES**

**You are an Administrative Assistant with Conference Centres (Scotland) Ltd. The company provides Conference and Meeting facilities in 6 purpose-built centres throughout Scotland. Each centre has overnight accommodation and meeting rooms which can be arranged in different layouts. A recent programme of refurbishment included the reorganisation of rooms.**

**You report directly to Alison Harper, Director of Administrative Services. Alison has delegated a number of tasks to you.**

**These tasks are detailed in the following memo and should be completed today. The e-files required for these tasks can be found in the folder CONFERENCE.**

**Familiarise yourself with these files before starting the tasks.**

***Please ensure that your name appears on every printout.***

## MEMORANDUM

**TO** Administrative Assistant  
**FROM** Alison Harper, Director of Administrative Services  
**DATE** 20 May 2009  
**SUBJECT** Today's Tasks

- 1 a i All conference rooms can be arranged in a number of ways. The Breadalbane Centre has installed sliding doors between 2 rooms to create a bigger space. This new space will be called Chestnut.

The capacities for Chestnut are:

U-shape	54
Boardroom	64
Theatre	116
Cabaret	60

Add this information to the relevant table.

- ii Create a form showing the name of the centre and the capacities of the various room layouts. Include leisure facilities and the number of bedrooms.

Insert the file LOGO as a header. Print this form showing **only** the new record for Breadalbane.

- b ACC Enterprises wishes to book one of our centres for a weekend in October. Accommodation is required for 60 delegates. They want outdoor team-building activities on Saturday and some delegates may arrive early on Friday to play golf.

Present these centres in a report showing airport transfer times as the majority of delegates will be flying up from London.

Insert the file LOGO and a suitable heading. Print a copy of this report.

- c Boardrooms which can accommodate up to 30 people can now be set up as IT suites. The capacity of these rooms is 20% less than when the room is set up as a boardroom. Calculate the capacity of these IT suites. Print your findings showing only Baltersan Centre. Room capacity must be a whole number.

**[Turn over**

- 2 a Complete the invoice for Diamond Energy for a team-building weekend held at Breadalbane Centre.

Details are shown below.

40 staff stayed for 2 nights

Dinner and lunch provided on both days (insert menu 4 for both meals)

10 people picked up from Glasgow airport

15 people took the Sports Package

10 people took the Adrenaline Package

12 people took the Pamper Package

The invoice Grand Total should be rounded down to the nearest £ (insert a formula to do this).

Print this sheet:

- in value view (portrait)
- in formulae view on one page.

- b We have had a meeting with our accountants to discuss whether to continue to provide Adrenaline Packages at each centre. The current price should be revised as follows:

- transport costs should be passed on to the client
- administrative costs are 5% of the current price – this should also be passed on to the client
- the revised price should include an additional 20% to allow for profit.

The accountants have also advised us that minimum revenue per quarter should be £10,000 per centre.

Note: Comments should be read and actioned.

Print this sheet omitting the overhead data in both:

- value view, and
- formulae view on one page.

- 3 The monthly newsletter still requires some work.

- Change the layout to portrait for all pages except the last one.
- Create a new first page with the logo and the first 2 headings.
- The footer should show, on all pages except the first page, both slogans from the Logo (LHS and RHS) and a page number.
- Extract the relevant spreadsheet columns to show whether or not the Adrenaline Package is to be offered by each centre. Insert this information at the appropriate point.
- Complete the last page for Breadalbane using the text on *Page five* and information from the database (do not change formatting).
- Print the monthly newsletter.



<p>Breadalbane Management Centre has an established reputation of being one of the best conference centres in the country. Situated in Perthshire, delegates can take delight in the dramatic surroundings of Kenmore village and Loch Tay. The area is renowned for water-sports and fishing.</p>		<p>A personal dedicated service, where the attention to detail is second to none.</p>
<p>Breadalbane specialises in team - building activities. The centre's staff can provide tailor - made activities to suit your needs.</p>		<p>BREADALBANE</p>
<p>LEISURE FACILITIES</p> <p>*</p>		<p>Number of Bedrooms: *</p> <p>Breadalbane Conference Centre</p> <p>Kenmore</p> <p>Perthshire</p> <p>PH15 2HB</p>

[END OF QUESTION PAPER]

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# **X214/303**

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NATIONAL  
QUALIFICATIONS  
2009

WEDNESDAY, 20 MAY  
10.40 AM – 12.00 NOON

ADMINISTRATION  
HIGHER

Paper 2

Instructions to Teachers/  
Lecturers



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## Instructions to Teachers/Lecturers

### PRIOR TO THE EXAMINATION

The following files are to be created and saved using the file names indicated. This will enable the candidate to access the required information necessary to complete the tasks. All files may be adapted to suit your centre's housestyle provided no additional information is given to candidates. Margins should be in accordance with your centre's housestyle.

**Note:** Filenames need not be shown on master printouts.

Teachers/Lecturers should ensure that candidates CANNOT access files prior to the examination.

These files should be stored in a folder named CONFERENCE.

**CENTRES** —this is a relational database file with 3 tables: ADDRESS, FACILITIES and ROOM LAYOUTS.

ADDRESS – 6 records

FACILITIES – 6 records

ROOM LAYOUTS – 61 records

Primary Keys and relationships should be set as indicated.

\*Filemaker may require an additional ID field.

**LOGO** —this is a word processing file and should be presented as shown using the font Comic Sans MS 12 point.

This file can be created using a table and appropriate graphic.

**NEWSLETTER** —this is a word processing file and should be presented as shown using the font Comic Sans MS (or similar) 12 point. Each page should be created in landscape. Specific formatting instructions are shown on the following pages.

**FINANCE** —this is a spreadsheet file with 3 separate sheets. Name these sheets: PRICES, INVOICE and ADRENALINE.

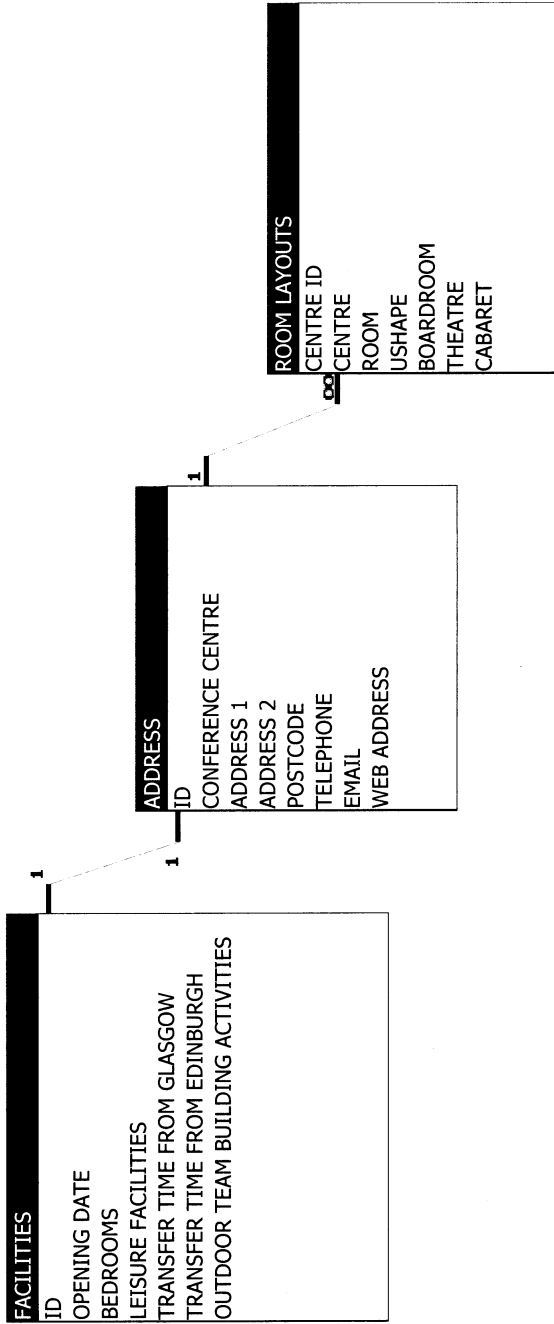
Format cells as shown. Specific formatting instructions are shown on the following pages.

Key in data as given.

**Note:** You are required to send printouts of the prepared files (including downloaded files) to the Scottish Qualifications Authority. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

MICROSOFT ACCESS – RELATIONSHIPS

Filename: CENTRES



**PRIMARY KEYS:**

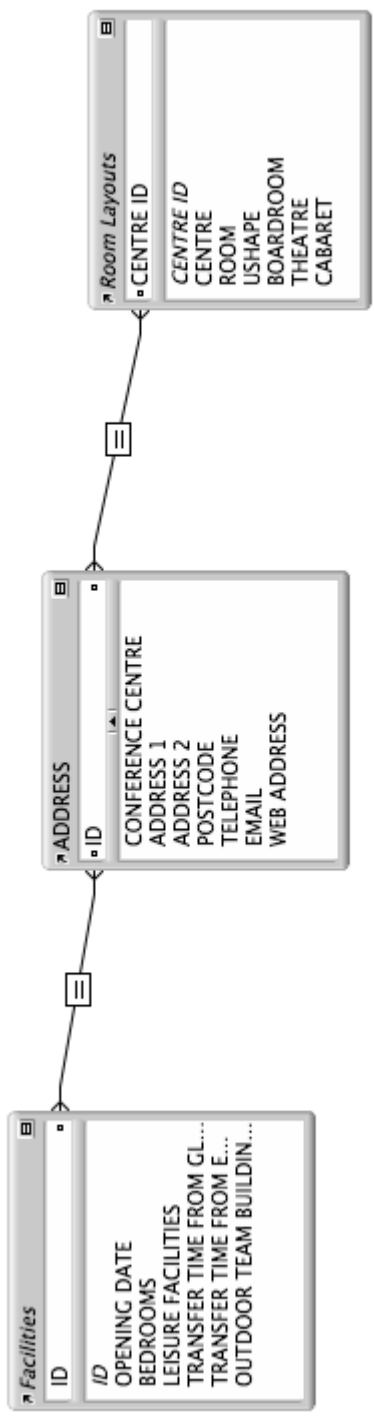
Facilities: ID

Address: CONFERENCE CENTRE



FILEMAKER – RELATIONSHIPS

Filename: **CENTRES**



Filename: **CENTRES**

Table: **ADDRESS**

ID	CONFERENCE CENTRE	ADDRESS 1	ADDRESS 2	POSTCODE	TELEPHONE	EMAIL	WEB ADDRESS
BN	Baltersan	Glenwood Park	Ayr	KA7 2TL	01292456978	enquiries@baltersan-conference.com	www.baltersan-conference.com
BB	Breadalbane	Kenmore	Perthshire	PH15 2HB	01877890215	enquiries@breadalbane-conference.com	www.breadalbane-conference.com
CN	Craigtoun	St Andrews	Fife	KY16 9UN	01334476193	enquiries@craigtoun-conference.com	www.craigtoun-conference.com
DH	Dowanhill	Dowanhill	Glasgow	G11 3RZ	01413398787	enquiries@dowanhill-conference.com	www.dowanhill-conference.com
LIB	Liberton	Little France	Edinburgh	EH16 4SA	01315361002	enquiries@liberton-conference.com	www.liberton-conference.com
MENT	Menteith	Port of Menteth	Perthshire	FK8 3RA	01877369873	enquiries@lake-conference.com	www.lake-conference.com

Table: **FACILITIES**

ID	OPENING DATE	BEDROOMS	LEISURE FACILITIES	TRANSFER TIME FROM GLASGOW	TRANSFER TIME FROM EDINBURGH	OUTDOOR TEAM BUILDING ACTIVITIES
BB	01 September 2009	98	gym, sailing, kayaking, mountain-biking, white water rafting, fishing, golf, horse-riding	2 hours	90 minutes	<input checked="" type="checkbox"/>
BN	14 November 2009	78	sauna, pool, snooker, trails, horse-riding, golf	45 minutes	90 minutes	<input checked="" type="checkbox"/>
CN	01 August 2009	84	tennis, indoor pool, sauna and mini-gym	2 hours	1 hour	<input checked="" type="checkbox"/>
DH	01 June 2009	68	fitness suite, sauna, indoor pool	15 minutes	60 minutes	<input type="checkbox"/>
LIB	01 July 2009	120	indoor pool, sauna and mini-gym, tennis and badminton courts	90 minutes	30 minutes	<input type="checkbox"/>
MENT	01 July 2009	66	indoor pool, sauna, steam room, whirlpool, spa, fitness room and therapy centre, fishing, water sports, golf	45 minutes	2 hours	<input checked="" type="checkbox"/>

Table: **ROOM LAYOUTS**

CENTRE ID	CENTRE	ROOM	USHAPE	BOARDROOM	THEATRE	CABARET
BB	Breadalbane	Oak	32	30	60	38
BB	Breadalbane	Cedar	18	20	30	15
BB	Breadalbane	Sycamore	18	10	30	12
BB	Breadalbane	Holly	28	30	80	60
BB	Breadalbane	Laurel	16	16	30	16
BB	Breadalbane	Yew	30	26	60	36
BB	Breadalbane	Rowan	18	25	46	18
BB	Breadalbane	Cherry	14	20	24	30
BB	Breadalbane	Willow	12	20	32	24
BB	Breadalbane	Holly and Laurel	42	52	110	82
BN	Baltersan	Cherry	26	40	54	44
BN	Baltersan	Achray	30	25	60	36
BN	Baltersan	Affric	18	20	30	15
BN	Baltersan	Ard	16	16	30	12
BN	Baltersan	Dee	18	16	30	12
BN	Baltersan	Dochfour	28	32	80	60
BN	Baltersan	Doon	16	16	30	16
BN	Baltersan	Faskally	30	26	60	36
BN	Baltersan	Garry	18	24	46	18
BN	Baltersan	Leven	14	20	24	30
BN	Baltersan	Morlich	12	20	32	24
BN	Baltersan	Ossian	26	40	54	54
CN	Craigtoun	Tweed	12	20	32	24
CN	Craigtoun	Till	18	24	30	12
CN	Craigtoun	Jed	28	36	48	38
CN	Craigtoun	Gala	34	40	48	32
CN	Craigtoun	Ettrick	48	56	64	44
CN	Craigtoun	Quair	56	64	72	54
CN	Craigtoun	Tyne	64	74	82	60
CN	Craigtoun	Esk	64	72	80	50
CN	Craigtoun	Carron	64	72	76	68
CN	Craigtoun	Leith	60	74	68	56
DH	Dowanhill	Arran	12	20	32	24
DH	Dowanhill	Barra	20	24	30	24
DH	Dowanhill	Bute	26	32	38	34
DH	Dowanhill	Islay	34	38	42	36
DH	Dowanhill	Coll	22	26	28	20
DH	Dowanhill	Eriska	18	25	46	32
DH	Dowanhill	Fara	12	20	32	24
DH	Dowanhill	Gigha	52	58	68	50
DH	Dowanhill	Handa	52	58	68	50
DH	Dowanhill	Hirta	30	25	60	36
DH	Dowanhill	Jura	48	56	64	44
DH	Dowanhill	Lamba	42	48	52	44
LIB	Liberton	Ben More	44	48	52	44
LIB	Liberton	Ben Lui	12	20	32	24

Filename: **ROOM LAYOUTS (continued)**

CENTRE ID	CENTRE	ROOM	USHAPE	BOARDROOM	THEATRE	CABARET
LIB	Liberton	Ben Oss	42	48	52	44
LIB	Liberton	Ben Vorlich	20	26	34	30
LIB	Liberton	Ben Vane	36	38	42	38
LIB	Liberton	Ben Lawers	24	34	38	30
LIB	Liberton	Ben Cruachan	24	34	38	30
LIB	Liberton	Ben Challum	18	22	32	28
LIB	Liberton	Ben Starav	18	25	32	28
MENT	Menteith	Callanish	12	20	32	28
MENT	Menteith	Brodgar	36	38	42	38
MENT	Menteith	Rothiemay	56	62	64	58
MENT	Menteith	Picardy	32	30	48	38
MENT	Menteith	Dunfallandy	44	48	52	44
MENT	Menteith	Tillytarmont	22	26	30	22
MENT	Menteith	Avochie	24	34	38	30
MENT	Menteith	Carlin	48	56	64	44

Filename: **LOGO**

<p><b>CUSTOMER LED - QUALITY DRIVEN</b></p>		<p><b>CONFERENCE CENTRES OF EXCELLENCE</b></p>
	<p><b>HOTLINE 0845 201 8787</b></p>	

# MONTHLY NEWSLETTER

These headings to be formatted  
for COMIC SANS MS  
20 point

## JUNE 2009

### REFURBISHMENT

The improvements to all centres are now complete - the rolling programme which commenced in Spring 2009 has overrun by 2 months. Improvements include:

- The 4 rural centres have installed Geothermal heating systems.
- Liberton and Downhill centres have installed roof-top solar panels.
- Waste and rain water is being re-cycled for flushing toilets.
- Heat and light sensors have been installed to automatically control energy usage.
- Kitchens have been re-fitted and additional cold storage installed.
- Breadalbane has had a new larger space created by installing sliding doors between 2 rooms.
- Wi-fi hubs have been installed and in all rural locations extends to 200 metre coverage.
- Additional cabling has been installed in all conference rooms to allow an IT facility.

## RUNNING COSTS

Whilst expecting energy costs to diminish other overheads have increased. Laura Smeaton, Finance Director believes that staff overheads will rise in the next 6 months. There is an acute shortage of both skilled and unskilled staff in rural areas. Wage rises may be necessary in order to retain current staff and to attract new staff.

The cost of Adrenaline Packages has been reviewed and decisions have been made as to which of our centres will continue to provide this service. See below:

## RESTAURANTS

All restaurants have been awarded Taste of Scotland Gold Standards. The contract with Jon Hamelink, Michelin Chef who has been working as a consultant with our resident chefs, comes to an end next month. Craigtoun has now been awarded one Michelin star. Well done to all involved and especially to Chef Fraser Wright. It has been decided to open the Craigtoun restaurant to non-residents.

## NEW BROCHURE


The Design Team has been looking at revamping the layout of our brochure. The new logo will be used and we have already started to use it on all internal documents. The layout will be landscape and we intend to use shades of grey as our corporate colours. The page for Breadalbane is given as a sample.

<p>These cells to be formatted for COMIC SANS MS 12 point</p>		
<p>These cells to be formatted for COMIC SANS MS 20 point</p>		
<b>BREADALBANE</b>		
	<p><b>LEISURE FACILITIES</b></p>	<p><b>Number of Bedrooms:</b> Breadalbane Conference Centre Kenmore Perthshire PH15 2HB</p>



	A	B	C
1	<b>PRICES</b>		
2	<b>CENTRE</b>	<b>ITEM</b>	<b>PRICE</b>
3	Baltersan	Nightly Rate	£60.00
4	Baltersan	Transfer Charge	£10.00
5	Baltersan	Lunch Buffet	£10.00
6	Baltersan	Lunch Menu 1	£12.00
7	Baltersan	Lunch Menu 2	£14.00
8	Baltersan	Lunch Menu 3	£16.20
9	Baltersan	Lunch Menu 4	£20.00
10	Baltersan	Dinner Menu 1	£15.00
11	Baltersan	Dinner Menu 2	£22.50
12	Baltersan	Dinner Menu 3	£25.50
13	Baltersan	Dinner Menu 4	£26.50
14	Baltersan	Pamper Package	£40.00
15	Baltersan	Sports Package	£45.00
16	Baltersan	Adrenaline Package	£170.00
17	Breadalbane	Nightly Rate	£60.00
18	Breadalbane	Transfer Charge	£10.00
19	Breadalbane	Lunch Buffet	£10.00
20	Breadalbane	Lunch Menu 1	£12.00
21	Breadalbane	Lunch Menu 2	£14.00
22	Breadalbane	Lunch Menu 3	£16.00
23	Breadalbane	Lunch Menu 4	£20.00
24	Breadalbane	Dinner Menu 1	£15.00
25	Breadalbane	Dinner Menu 2	£20.00
26	Breadalbane	Dinner Menu 3	£25.00
27	Breadalbane	Dinner Menu 4	£26.00
28	Breadalbane	Pamper Package	£40.00
29	Breadalbane	Sports Package	£45.00
30	Breadalbane	Adrenaline Package	£160.00
31	Craigtoun	Nightly Rate	£60.00
32	Craigtoun	Transfer Charge	£10.00
33	Craigtoun	Lunch Buffet	£10.00
34	Craigtoun	Lunch Menu 1	£12.00
35	Craigtoun	Lunch Menu 2	£14.00
36	Craigtoun	Lunch Menu 3	£16.00
37	Craigtoun	Lunch Menu 4	£20.00
38	Craigtoun	Dinner Menu 1	£15.50
39	Craigtoun	Dinner Menu 2	£21.50
40	Craigtoun	Dinner Menu 3	£25.00
41	Craigtoun	Dinner Menu 4	£26.00
42	Craigtoun	Pamper Package	£40.00
43	Craigtoun	Sports Package	£45.00

	A	B	C
44	Craigtoun	Adrenaline Package	£160.00
45	Dowanhill	Nightly Rate	£75.00
46	Dowanhill	Transfer Charge	£10.00
47	Dowanhill	Lunch Buffet	£11.00
48	Dowanhill	Lunch Menu 1	£13.00
49	Dowanhill	Lunch Menu 2	£14.50
50	Dowanhill	Lunch Menu 3	£17.00
51	Dowanhill	Lunch Menu 4	£22.00
52	Dowanhill	Dinner Menu 1	£16.50
53	Dowanhill	Dinner Menu 2	£23.00
54	Dowanhill	Dinner Menu 3	£26.00
55	Dowanhill	Dinner Menu 4	£27.00
56	Dowanhill	Pamper Package	£45.00
57	Dowanhill	Sports Package	£50.00
58	Dowanhill	Adrenaline Package	£170.00
59	Liberton	Nightly Rate	£75.00
60	Liberton	Transfer Charge	£10.00
61	Liberton	Lunch Buffet	£12.50
62	Liberton	Lunch Menu 1	£13.00
63	Liberton	Lunch Menu 2	£15.00
64	Liberton	Lunch Menu 3	£17.50
65	Liberton	Lunch Menu 4	£23.00
66	Liberton	Dinner Menu 1	£17.00
67	Liberton	Dinner Menu 2	£24.00
68	Liberton	Dinner Menu 3	£27.00
69	Liberton	Dinner Menu 4	£28.00
70	Liberton	Pamper Package	£45.00
71	Liberton	Sports Package	£50.00
72	Liberton	Adrenaline Package	£160.00
73	Menteith	Nightly Rate	£80.00
74	Menteith	Transfer Charge	£10.00
75	Menteith	Lunch Buffet	£12.50
76	Menteith	Lunch Menu 1	£14.00
77	Menteith	Lunch Menu 2	£16.00
78	Menteith	Lunch Menu 3	£18.00
79	Menteith	Lunch Menu 4	£23.50
80	Menteith	Dinner Menu 1	£18.50
81	Menteith	Dinner Menu 2	£24.50
82	Menteith	Dinner Menu 3	£28.00
83	Menteith	Dinner Menu 4	£29.50
84	Menteith	Pamper Package	£50.00
85	Menteith	Sports Package	£56.00
86	Menteith	Adrenaline Package	£170.00

	A	B	C	D	E
1	CUSTOMER LED - QUALITY DRIVEN			CONFERENCE CENTRES OF EXCELLENCE	
2	<b>INVOICE</b>				
3	CUSTOMER	Diamond Energy		DATE	13-May-09
4	ADDRESS	Leven Industrial Estate		ORDER NO	BB1509
5		Dumbarton			
6	POSTCODE	G29 7PQ			
7					
8	DESCRIPTION	NUMBER	UNIT PRICE	TOTAL	
9	Nightly Rate				
10	Lunch Menu*	Cells A9-B9			
11	Dinner Menu*	Cells A10-B10			
12	Adrenaline Package	etc . . .			
13	Sports Package	Fill white			
14	Pamper Package				
15	Transfer Charge				
16				SUB-TOTAL	
17				VAT	
18				GRAND TOTAL	
19	VAT is charged at		17.5%		
20	Payment can be made by cheque, debit or credit card				

Cells A3–E7  
Fill white

Cells A9-B9  
Cells A10-B10  
etc . . .  
Fill white

	A	B	C	D	E	F
1	<b>Projected Quarterly Figures for Adrenaline Packages</b>					
2	<b>CENTRE</b>	<b>CLIENT NUMBERS</b>	<b>CURRENT PRICE</b>	<b>REVISED PRICE</b>	<b>REVENUE BASED ON REVISED PRICE</b>	<b>CONTINUE?</b>
3	Baltersan	120	£170.00			
4	Breadalbane	130	£160.00			
5	Craigtoun	98	£160.00			
6	Dowanhill	40	£170.00			
7	Liberton	21	£160.00			
8	Menteith	125	£170.00			
9						
10						
11						
12	<b>Overheads</b>	<b>Transport</b>				
13	Baltersan	£10.00				
14	Breadalbane	£5.00				
15	Craigtoun	£10.00				
16	Dowanhill	£8.00				
17	Liberton	£8.00				
18	Menteith	£5.00				

**User:**  
Remember to include transport costs, administrative costs and an extra 20% on top to allow for profit in this column

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]