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NATIONAL  
QUALIFICATIONS  
2009

ADMINISTRATION  
STANDARD GRADE  
PRACTICAL ABILITIES PROJECT  
Credit Level

**TAY VALLEY GOLF CLUB**

## Instructions to Candidates

1. This project is part of your assessment for Administration.

The solution to the project **must** be your own work. You are allowed to look at books and at work you have done before. You may ask your teacher questions, however your teacher is not permitted to help you with the project, but may provide you with clarification.

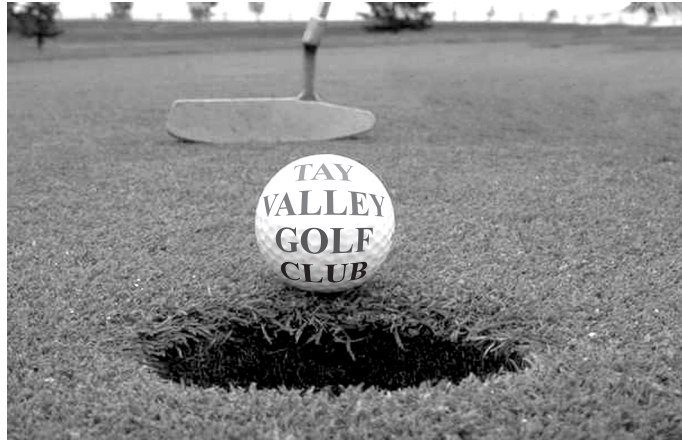
2. You **must not** take any of the project work or material out of school. Before you begin work on your project, please check that the project is at the level—Foundation, General or Credit—that you wish to undertake.
3. You should complete the tasks in the order presented in the paper.
4. The project should take approximately 15 hours.
5. **Your name, school and task number must be entered on each item submitted.**
6. Follow all instructions regarding the tasks carefully (eg with regard to stapling sheets together). Place all items for marking inside form **Ex5 (External Assessment Flyleaf)** in order of task number.

## Declaration

Prior to submitting your project to SQA for marking, you will be asked to sign a Declaration that the Project is your own work.

You are advised that if it is established that the work of another candidate, whether in part or in whole, has been submitted as your own, SQA may cancel an award in this subject or in all your subjects.

# TAY VALLEY GOLF CLUB



You have just started as an Administrative Assistant at the Tay Valley Golf Club. The club has just started an expansion programme with the aim of increasing revenue.

## Task 1

Headed paper is needed by the club.

Display effectively and use a variety of fonts, styles and an appropriate graphic to enhance the document. Include the e-mail address, left aligned, and the web address, right aligned, on the same line within the footer.

Tay Valley Golf Club

321 Edinburgh Road

Perth

PH1 4RW

Tel No: 01738 763243

E-mail: [enquiries@tvgc.co.uk](mailto:enquiries@tvgc.co.uk)

The golf club's web address is [www.tayvalleygc.co.uk](http://www.tayvalleygc.co.uk)

- Complete the task.
- Save as **HEADowninitials**.
- Print one copy of **HEADowninitials**.

9 marks

## Task 2

The club is preparing material for an advertising brochure for the 2009 season. The Club Captain, James Anderson, has asked you to key in the following information which will be sent to the local printer for inclusion in the brochure.

### TAY VALLEY GOLF CLUB

Centre and use a larger size

All shoulder headings in bold & italics

#### Location

The club is located on the north-east side of Perth about 250 yards from Junction <sup>13</sup>~~14~~ of the M90 motorway. When you leave the motorway, follow the signs for Tay Valley Golf Club. On arrival at the course, drive through the arch and follow the road round to the car park at the back of the clubhouse. Take care when driving, as the 7<sup>th</sup> and 17<sup>th</sup> fairways are intersected by the road.

#### History

The club was formed in 1889. The course originally consisted of 10 holes and was designed by the 4-times winner of the Open, "Old" Tom Morris. It was expanded to 12 holes in 1908 and to the present 18 in 1964. In the last 2 years, the course has been updated with new tees and new greens on many holes.

#### The Clubhouse

The current clubhouse was built in 1964 and was completely refurbished this year. The clubhouse consists of male and female locker rooms and a guest room. There is a sports bar which has satellite TV and also a restaurant with <sup>space</sup>~~room~~ for over 100 diners. The restaurant can be hired in the evening from Sunday to Friday for private functions.

## Task 2 (continued)

### Visitors

Visitors are welcome at the club as long as they are in possession of a valid handicap certificate from their club. There are various competition days and as a result, the course may be closed for long periods. To avoid disappointment, visitors are advised to check competition times in advance.

### Joining the Club

Following our refurbishment, we are keen to admit <sup>additional</sup> ~~new~~ members - if you are interested, please contact the club by telephone on 01738 763243 or by e-mail to enquiries@tvgc.co.uk. If you need any further information see our new website at [www.tayvalleygc.co.uk](http://www.tayvalleygc.co.uk).

← Insert page break and number both pages

### The Course

The course is a traditional parkland course with a variety of <sup>trs</sup> young and mature trees lining the fairways. The course is 6225 yards long with a standard scratch score of 70. There are numerous excellent holes including the 12<sup>th</sup>. This is a long par 5 with a small burn 70 yards before the green. This causes a "lay-up" or "go-for-it-in-2" dilemma. Another classic hole is the 16<sup>th</sup> which is a 231-yard par 3 - a very difficult hole to birdie or even to par!

Task 2 (continued)

Use margins of 4cm (1.5") for the scorecard.

Scorecard

Hole	Name	Yards	Par	Stroke
1	Battery	428	4	3
2	St Johnstone	394	4	5
3	The Silvery Tay	374	4	11
4	Kinross	122	3	18
5	Punch Bowl	385	4	7
6	Windy Alley	301	4	13
7	Bonnie Dundee	428	4	2
8	The Hill	339	4	9
9	The Turn	353	4	15
10	Nevis	503	5	10
11	Hit It	197	3	8
12	Lang Wan	513	5	6
13	The Burn	370	4	12
14	Castlehill	438	4	1
15	Scone Castle	168	3	16
16	The Ben	231	3	4
17	Tay View	368	4	14
HAME 18	Hame	313	4	17
	In	3101	35	
	Out	3124	35	
	Total	6225	70	

- Complete the task.
- Save the document as **ADVERTowninitials**.
- Print one copy of **ADVERTowninitials**.

### Task 3

As the Golf Club regularly receives applications from new members, you have decided to use a database to store new members' records. Existing members will be added at a later date.

Use the following information to set up the membership database.

On completion of the database, sort the records by Handicap (lowest first) and Surname.

- Complete the task.
- Save the database as **MEMBowninitials**.
- Print one copy of the entire database in list format.
- Print a list showing only the name, category and handicap of each member.

**25 marks**



### Task 3 (continued)

#### MEMORANDUM

To: Administrative Assistant

From: Membership Secretary

Date: 28 September 2008

Subject: Membership Categories

Just a wee note to remind you of the age ranges for the different membership categories.

If the member is under 16 on 1 April 2008 then he/she is a junior member

If they are over 60 on 1 April 2008 then they are senior members

All other members are classed as full members

Hope this helps.

The following members have not yet paid their membership fees. All other members have paid.

Rachael

Peter

Krystian

Conor

Please find copies overleaf of the record cards for our new members.

Task 3 (continued)

<p>Amy Bolsworth          324 Anderson Drive          Perth          PH1 SRF          D of B 13/3/74</p>	<p>Michael Gale          121 Kirkland Grove          Dundee          DD2 4RT          D of B 14/7/42</p>
<p>Ashleigh Willis (Miss)          21/1 Dochart Drive          Perth          PH2 4SE          D of B 25/12/94</p>	<p>Rachael Courie          34a Brown Street          Dundee          DD1 4SC          D of B 15/1/40</p>
<p>Peter Ricca          23 Main Street          Kinross          KY13 8YH          D of B 1/4/91</p>	<p>Aishah Ashraf (Mrs)          91 Henderson Avenue          Dunfermline          KY11 5ED          D of B 19/9/90</p>
<p>Krystian Kaczanowski (Mr)          27 High Street          Blairgowrie          PH10 9KL          D of B 1/8/93</p>	<p>Mathew Kennedy          436 Banknock Drive          Perth          PH1 6FG          D of B 31/3/65</p>
<p>Conor Smith          23 Andrew Crescent          Dundee          DD1 5ED          D of B 21/3/94</p>	<p>Elaine Kirk          25 Glebe Street          Kinross          KY13 4ED          D of B 21/6/38</p>

### Task 3 (continued)

Sorry, forgot to give you joining dates and phone numbers.

Elaine	4 August 2008	01577 654938
Mathew	3 March 2008	01738 342518
Aishah	5 March 2008	01383 769807
Rachael	6 September 2008	01382 546172
Michael	3 August 2008	01382 490098
Amy	2 January 2008	01738 934712
Ashleigh	3 March 2008	01738 451283
Peter	23 January 2008	01577 835257
Krystian	4 February 2008	01250 729871
Conor	31 July 2008	01382 489012

### MEMORANDUM

To: Administrative Assistant

From: Peter Allis, Handicap Secretary

Date: 1 October 2008

Subject: Members' Handicaps

Here are the handicap figures you asked for:

Aishah	15
Krystian	4
Mathew	11
Conor	22
Elaine	29
Peter	18
Rachael	25
Ashleigh	2
Michael	14
Amy	14

#### Task 4

You have been asked by Johnny Driver, the Club Professional, to prepare a spreadsheet to show the income generated in the club shop.

Use only the following column headings and the information given below. Underline group headings as shown.

Item	Cost Price	Number Sold	Total Sales	Total Sales inc VAT
<u>Golf Clubs</u>				
Dead Eye Putter	£35			
Eagle Irons	£125			
Big Bomber Driver	£110			
<u>Clothing</u>				
All Weather Suits	£90			
Golf Shoes	£45			
<u>Food and Drink</u>				
Chocolate Bars	£2.30			
Soft Drinks	£1.50			

The shop adds on 40% (mark-up) to the cost price and VAT is charged at 17.5%. Use absolute references for these percentages. The figures for August are as follows.

Dead Eye Putter – 25	Eagle Irons – 20
Big Bomber Driver – 45	Soft Drinks – 250
Chocolate Bars – 375	All Weather Suits – 75
Golf Shoes – 50	

- Complete the task.
- Save the spreadsheet as **SHOPowninitials**.
- Print one copy of **SHOPowninitials** in landscape showing formulae (show gridlines, row and column headings).
- Print one copy of **SHOPowninitials** showing figures (excluding gridlines, row and column headings).

**21 marks**

### **Task 5**

You have received an e-mail from Letters UK, a company which supplies signs for golf clubs. Using the Forward facility, send James Anderson a copy of the e-mail asking if it would be of interest to the committee.

- Complete the task.
- Print one copy of the e-mail.
- Print evidence to confirm that the e-mail has been sent.

**5 marks**

### Task 6A

James has asked you for a list of all members who joined after 31 July 2008 and have paid their fees.

Search the database for members who meet this criteria.

- Complete the task.
- Print out one copy of the search results showing all fields.

**3 marks**

### Task 6B

The committee has decided to refund 30% of the membership fee to those members who joined the club after 31 July 2008.

James has asked you to prepare a letter for him to send to these members informing them of the decision. The letter should also indicate that if they pay their 2009 fees by 31 March 2009, they will be entitled to a discount of 10%.

Use mail merge to complete this task.

- Complete the task.
- Save the master letter as **REFowninitials**.
- Print one copy of **REFowninitials** showing the merge fields.
- Print one copy of each of the merged letters.

**13 marks**

## Task 7

Use the following information to update the membership database.

The following new member has joined today:

Susan Watson, 26 Blair Street, Blairgowrie, PH10 5ED whose telephone number is 01250 549870. She has paid today and plays off a handicap of 12. Her date of birth is 13/05/64.

Peter Ricca has moved house to:

26 Grove Street, Dundee, DD1 4SD. Tel No - 01382 452185

Rachael Comrie has decided not to join the club after all.

The club has decided to increase the junior category to include those people under 18 on 1 April 2008.

Sort the database alphabetically by category and surname.

The club is having a competition for junior members with a handicap of 15 and over. Search the database and sort any records found in order of handicap, highest first.

- Complete the task.
- Save the database as **MEMB2owninitials**.
- Print one copy of **MEMB2owninitials** in list format.
- Print one copy of the search results, showing names only.

11 marks

## Task 8

Johnny Driver has asked you to update the spreadsheet with the figures for September.

Dead Eye Putter - 40

Big Bomber Driver - 55

Chocolate Bars - 200

Golf Shoes - 125

Eagle Irons - 25

Soft Drinks - 525

All Weather Suits - 50

In addition, change the mark-up on golf clubs to 60% and to 50% on all other products.

Insert a formula for Overall Total Sales inc VAT - label, border and highlight this cell.

Sort the data within each category in descending order of total sales.

Johnny would like to look at the information for golf clubs only. Print the section headed Golf Clubs - showing figures. This section should be shaded.

- Complete the task.
- Save the spreadsheet as **SHOP2owninitials**.
- Print one copy of **SHOP2owninitials** in landscape showing formulae (show gridlines, row and column headings).
- Print one copy of **SHOP2owninitials** showing figures (excluding gridlines, row and column headings).
- Print one copy of the Golf Club section showing figures.

16 marks



## Task 9

James has decided to organise a committee golf outing to Ireland for the last full weekend of next month and has asked you to organise the travel and accommodation.

The group will be based in Dublin for the weekend and requires flights from Edinburgh after 5 pm on the Friday night returning on Monday after 1 pm. Accommodation should be in a 3 or 4-star hotel. A minibus has been booked to collect and return them to Dublin Airport – allow 45 mins for minibus transfer.

He has booked a round of golf at the following courses:

Saturday – Royal Dublin

Sunday – Kilpatrick Links

The committee will be picked up from the hotel at 10 am each day. They will tee-off at 11 am, have dinner at 6 pm and leave the clubhouse at 9 pm.

In case of any problems with the original bookings, James has asked for contact information for another 2 courses in the Dublin area.

Use the Internet to find the necessary information and prepare an itinerary from check-in on the day of departure until return to Edinburgh. Do not make any reservations just yet.

- Complete the task.
- Print one copy of the accommodation selected.
- Print one copy of the flight details clearly indicating the flights chosen.
- Print one copy of the page(s) showing contact information for the 2 golf courses found.
- Save the itinerary as **ITINowninitials**.
- Print one copy of **ITINowninitials**.

**25 marks**

## Task 10

The Club Steward, Susie McNeil, has asked you to prepare a booking form for golf outings to the club.

The form will usually be completed when taking telephone bookings so it should be suitable for manual completion. The form will then be sent to organisers as a means of confirmation.

In preparing the form, include space for the following information:

Organiser name and contact details  
Date of outing  
Number of guests  
Number of rounds  
Request for buggies and if so, the number required  
Request for breakfast, lunch and dinner  
Special dietary requirements  
Booking taken by  
Date

Use a variety of fonts, sizes and styles to display this information effectively.

- Complete the task.
- Save the document as **BOOKowninitials**.
- Print one copy of **BOOKowninitials**.

**8 marks**

## Task 11

Johnny Driver has asked you to key in the following information as a memo to be sent to the Club Committee about the club shop expansion. Use today's date.

Embolden and underline  
all shoulder headings

Use margins of 4cm (1.5")  
and justify the text

Further to my presentation at the last committee meeting, I am formally presenting the committee with a proposal to increase the size of the club shop.

### **The History**

Ten years ago the shop operated from a small cupboard in the clubhouse selling snacks and soft drinks to members. Six years later we moved into the present annexe which allowed us to expand our range of stock to include golf clothing and equipment.

### **Present day**

Since we moved to the annexe, sales have gradually increased each year. Due to limited floor space, however, we are ~~very~~ restricted in the number and type of golf clubs and clothing which we can offer our members. In order to improve our product range, further expansion of the shop is required.

### **The future**

I am proposing that the shop be expanded into the adjoining visitors' changing area which would double the amount of floor space available. This would allow us to stock many more brands and types of golf equipment - we could increase the clothing range which we offer to include polo shirts, umbrellas, jumpers etc.

Task 11 (continued)

As you can see from the following income figures for September, we are now generating a substantial amount of sales revenue each month. If we proceed with the proposed expansion our monthly sales revenue could potentially double.

I have conducted a considerable amount of market research over the last few months, the results of which are available for committee members to view in the committee section of the club website at [www.tayvalleygc.co.uk/committee/shopproposals](http://www.tayvalleygc.co.uk/committee/shopproposals).

I look forward to hearing your decision on this matter.

Insert an appropriate page break and number page 2 only.

Insert s/sheet here

- Complete the task.
- Save the document as **EXPowninitials**.
- Print one copy of **EXPowninitials**.

20 marks

## Task 12

James has asked you to prepare a notice informing members of the Annual Dinner Dance which is to be held in the clubhouse on Saturday 18 April 2009. The cost is £45 per person and the dance will run from 8 pm until 1.30 am. There will be live music from the band, Smooth Grooves, and a raffle with a first prize of an all-expenses-paid trip to the US Open for 2 people.

Use different fonts, styles, graphics and a page border to enhance the notice.

- Complete the task.
- Save the document as **DANowninitials**.
- Print one copy of **DANowninitials**.

**7 marks**

### Task 13

Enter the following information in the club's electronic diary for tomorrow.

10 - 10.30 am - Visiting group from Ladybank GC tee-off  
12.30 - 1.30 - Ladies' Section Lunch in the dining room  
2.30 - 3 pm - Visiting group from Ladybank GC tee-off  
4.00 - 5.15 pm - Junior Section Medal tee-offs  
7.30 - 9.30 pm - Committee Meeting

### Tasks

Organise radio advert for club championship

- Complete the task.
- Print a copy of the diary for tomorrow in day format.

7 marks

[END OF PROJECT]