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NATIONAL  
QUALIFICATIONS  
2011

ADMINISTRATION  
STANDARD GRADE  
PRACTICAL ABILITIES PROJECT  
Credit Level

**REPOSE**

## 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.



Repose is a restaurant which has been taken over by 2 friends of yours — Sarah and Steven Alexander.

They have asked you to use your administration skills to help them run the business effectively and efficiently.

## Task 1

Sarah and Steven would like you to prepare a new letterhead for the restaurant. The details to be included are as follows.

REPOSE, 58 Castle Heather Court,  
Inverness, IV2 3XP

Owners - Sarah and Steven Alexander

Tel: 01463432166

Fax: 01463432167

The following e-mail address should appear left aligned and the web address should be right aligned on a single line in the footer.

*askus@repose.co.uk*

*www.repose.co.uk*

Display the above effectively using a variety of fonts and styles.

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

**8 marks**

## Task 2

Sarah is preparing a document which she wants included in the staff manual.

She has asked you to key in a first draft of the following. Use margins of 4 cm/1.58".

### GOOD CUSTOMER SERVICE - Centre and larger size

NP Good customer service is the lifeblood of any business. Cutting prices and offering promotions will bring in many new customers. However, unless you can ensure these customers make return visits, your business ~~won't~~<sup>will not</sup> be profitable for long. [You and your staff should know the importance of sending customers away who are happy - in the hope that ~~the~~<sup>your</sup> customers are happy enough to pass on positive comments about your business to others.

stat A recent poll suggests that 80% of all restaurant complaints ~~were~~<sup>are</sup> related to poor service, not inadequate products. A surprising 23% of those surveyed said they would never return to a restaurant where they were dissatisfied with the service they received.

CAPS If you are a good salesperson you can sell anything to anyone once. It will be your approach to customer service, however, that determines whether or not you will be able to sell that person anything again.

→ With more restaurants than ever to choose from,

## Task 2 (continued)

customers are less likely to give you another chance than they were 10 years ago. The easiest and most common way to lose customers or cause them to return less often is by failing to deliver as far as 'service' is concerned.

The following questions may identify whether appropriate training is being given to employees and whether the business is providing excellent examples of good customer service:

- **Background Knowledge** Is the employee trained to understand the core business and supply the customers with what they require?
- **Image** Is the employee friendly and does he/she project a good image and manner to the customer?  
a positive h
- **Difficult Customers** Does the employee deal with difficult customers with dignity and respect?
- **Helpfulness** Is the employee helpful and does he/she ensure customer requirements are met?
- **Going the Extra Mile** Does the employee regularly exceed standards by going the extra mile to provide outstanding customer service?

Change these side headings to shoulder headings.  
Replace the bullet points with numbers 1 - 5

Task 2 (continued)

Many customers nowadays have specific dietary requirements, and it is very useful if employees have some basic knowledge of these requirements so that any questions from customers can be answered relatively quickly and easily.

(eg gluten free, vegetarian, food intolerances, etc)

OPERATOR - Insert the following as the 4<sup>th</sup> paragraph -

There is no real secret to getting your customers to come back. All you need to do is provide a service that exceeds the expectations of your customers and outshines the service offered by your competitors. What can your offer

restaurant offer customers that is better than

the competition? Restaurants thrive on repeat business, and the quality of service can be a factor when it comes to deciding whether or not to return.

Italics

a/h

OPERATOR - Key in today's date in the footer.

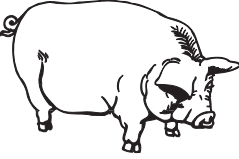
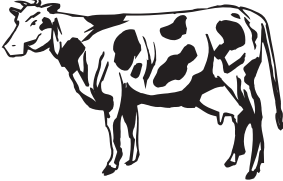
- Complete the task.
- Save the file as **SERVICEowninitials**.
- Print one copy of **SERVICEowninitials**.

20 marks

### Task 3

At the moment contact information for the restaurant's suppliers is accessed from letters, invoices, business cards, etc.

In order to access this information more efficiently you have decided to set up a database of the suppliers. The information you require is below and on the following pages.

	<b>A AFFLECK &amp; SONS</b> (SUPPLIERS OF BEEF AND PORK)	
Tel: 01463337722	Lochside Farm Drumnadrochit IV7 3SR	Jonathan Affleck E-mail: jon@coolmail.co.uk

 <p><b>With the compliments of MacLean of Inshes</b> (for all your beef and pork requirements)</p>	
Stefan Rubek Tel: 01463701234 E-mail: enquiries@ukgate.com	Inshes Way INVERNESS IV3 7JZ

<b>R &amp; R Organics</b> (Poultry supplier) Castle Village INVERNESS IV8 4TG <b>Contact: Ms Rosie Reid</b> 01463799466 rosie@yazoo.co.uk	
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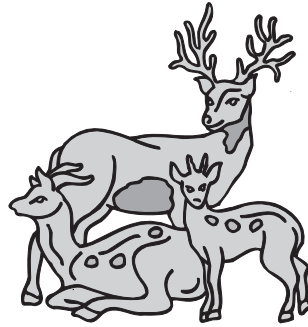


Task 3 (continued)

**Stuart Brown & Son**  
**Glenrose Estate**  
**GRANTOWN ON SPEY**  
**PH26 3HT**

Tel: 01479731137

E-mail: [game@allo.co.uk](mailto:game@allo.co.uk)



Stuart Brown  
supplies our  
venison

Received with thanks from: *Respose Restaurant*

The sum of: *£175.00*

Date: *2 September 2010*

Signed: *Michael Thomson*

THE CHEESE COMPANY

JENNY BERRY INVITES

*Sarah and Steven Alexander*

TO A CHEESE TASTING EVENING

ON

30 APRIL 2011 AT 7.30 PM

THE CHEESE COMPANY, GREEN BUSINESS PARK,  
INVERNESS, IV2 3XP

Tel: 01463799851

E-mail: [jenber@yazoo.co.uk](mailto:jenber@yazoo.co.uk)

*For all your fruit and veg*

*contact*

*The Green Grocer*

*16 Market Place*

*INVERNESS IV2 5RT*

Paul Green

01463826543

[paul@cloud9.co.uk](mailto:paul@cloud9.co.uk)

**Trafford Farm**

**Mr Alex Ferguson**

**Trafford Farm**

**ARDERSIER**

**IV6 2RT**

**Tel: 01667441188**

**[alex@lowzone.co.uk](mailto:alex@lowzone.co.uk)**

**Lamb  
supplies**

**Task 3 (continued)**

**Spence & Saunders**

**Suppliers of Fish to trade and retail**

45 North Road  
MALLAIG  
PH42 6QY

From 1 September 2010 our telephone number is 01687800843

Mrs Janette Spence can now be contacted by e-mail on [jan@coolmail.co.uk](mailto:jan@coolmail.co.uk)

Winton & Ross  
(Mr John Ross)  
7 Mid Street  
BUCKIE  
AH66 1QB

Tel: 01542847654  
E-mail: [jr@allo.co.uk](mailto:jr@allo.co.uk)

Fish Supplier

**JAMES TAYLOR & CO**

*DAIRY PRODUCE*

89 Beach Drive  
NAIRN  
IV6 6RJ



Miss Carly Simon  
[carly@cloud9.co.uk](mailto:carly@cloud9.co.uk)

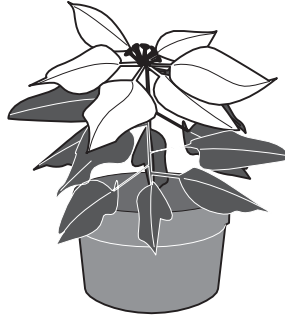
Tel: 01667456765

Task 3 (continued)

**THE FLOWER POT**

(Mrs Pat Kozlowski)

12 Kingsmills Crescent  
 INVERNESS  
 IV4 6YT



Tel: 01463722446  
 flowerpot@onemail.com

**INVOICE**

To: Repose Restaurant  
 58 Castle Heather Court  
 INVERNESS  
 IV2 3XP

30 June 2010

To supplying fresh flowers (14-28 June)

£45.00

	TERMS (DAYS)	FIRST ORDER	
The Flower Pot	14	26/4/08	OPERATOR — Please add this information to your database
The Cheese Co	14	16/10/08	
Spence & Saunders	28	2/10/08	
A Affleck & Sons	28	14/5/08	
R & R Organics	14	18/12/09	
Stuart Brown & Son	28	8/11/07	
The Green Grocer	14	12/6/07	
Trafford Farm	21	17/9/07	
Winton & Ross	28	11/8/07	
James Taylor & Co	21	17/3/07	
Macleod of Inshes	28	25/8/09	

- Complete the task.
- Sort the database in alphabetical order of product and supplier.
- Save the database as **SUPPLIERowninitials**.
- Print one copy (landscape) of the database in list format.

20 marks

#### Task 4

A booking has been received from Mr Roy MacLean for Saturday 14 May 2011. It is for 40 people and is a birthday celebration for his daughter Lindsey.

Sarah and Steven have asked you to prepare the following information, attractively displayed, in the form of a double-sided, folded menu.

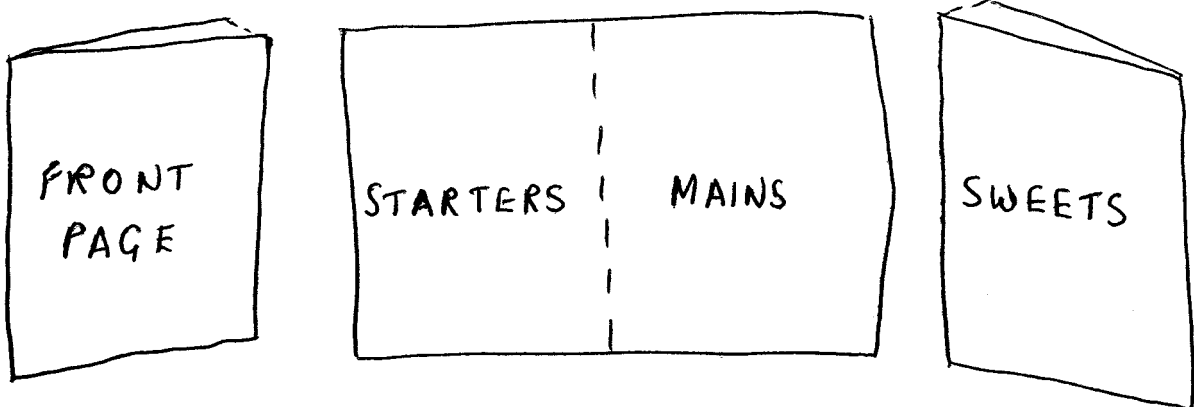
The following should appear on the top half of the front page –

*the name of the restaurant, the date of the celebration and  
“Happy 21st Birthday Lindsey”*

Use a variety of formats to enhance this text.

The bottom half of this page is for a photograph of Lindsey which will be inserted later.

The layout of the menu and the remainder of the text is given below and on the following pages.



The individual choices in each course should appear in bold at the left margin and the description of the dish should appear right aligned on the line(s) underneath. **Use a smaller size for the description.**

## Task 4 (continued)

### STARTERS

Fresh West Coast Crab Salad  
(with avocado, tomato and spring onion crème fraiche and a ginger and chilli dressing)

Carrot, Apricot and Ginger Soup  
(with sesame croutons)

Roast Beef Salad  
(with blue cheese and raspberry vinaigrette)

*mixed* Crispy Vegetable Spring Rolls  
(served on a bed of salad leaves) *with a sweet chilli dip*

### MAINS

Roast Fillet of Cod  
(with a basil mash and baby salad onions)

Classic Caesar Salad  
(served with your choice of seared chicken or pan fried salmon)

Pear and Rosemary Loin of Venison  
(served on a bed of haggis with fresh market vegetables)

Wild Mushroom Risotto  
(with ginger and fresh coriander)

Escalope of Pork  
(stuffed with blue cheese, grain mustard cream sauce and served with fresh vegetables and new potatoes)

OPERATOR - Insert a graphic on both inside pages.

Task 4 (continued)

SWEETS

trs Sticky Toffee Pudding  
(with vanilla ice cream and butterscotch sauce)

or ice / Pear and Coconut Cheesecake  
(with fresh / cream and physallis)

Raspberry Meringue  
(with raspberry coulis and summer berries)

Coffee served with Highland Fudge

The following paragraph should appear at the bottom of the back page.

We use a range of hand-picked food producers and suppliers who provide us with fresh seasonal produce. Our producers care as much about the production of the food as we do when preparing it for your enjoyment.

← Border this paragraph

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

21 marks

## Task 5

Steven has asked you to prepare a spreadsheet of costs for the party on 14 May. Forty guests will be attending.

Load the file which has been prepared for you called **PARTYCOST**. Complete it using the following information.

*The number of staff on duty for the night and their hourly wage rates are as follows.*

	No of Staff	Hourly wage rate
<i>Chefs</i>	2	£14.25
<i>Kitchen Staff</i>	3	£7.30
<i>Waiting Staff</i>	4	£7.30

*The 2 chefs are each working for 4 hours (3 hours basic and one hour overtime).*

*The kitchen staff are each working 4 hours (3 hours basic and one hour overtime).*

*The waiting staff are each working 3 hours (2 hours basic and one hour overtime).*

*The wage rates for all staff and the overtime rate should be shown on the spreadsheet. The overtime rate (time and a half) should be shown as an absolute reference with one decimal place.*

### Food Costs

*The average cost for each meal is £16.25.*

### Overheads

*An overhead charge of £3.47 per person has also to be included in the spreadsheet.*

### Miscellaneous

*A charge of £15 for printing the menus, £25 for balloons and streamers and £65.50 for table flowers should be included in the spreadsheet.*

**Task 5 (continued)**

*OPERATOR –*

*Replace the 2 headings OCCASION and DATE with the following 2 new headings –*

*PRIVATE BIRTHDAY PARTY – MAY 2011*

*CONTACT – MR ROY MACLEAN, INSHES WAY, INVERNESS*

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

**19 marks**



## Task 6

In order to gauge how happy each customer is with the restaurant and the service it provides, it has been decided to introduce the use of customer feedback forms.

Sarah and Steven have asked you to design a form. It should fit on one page and include the name and address of the restaurant, the telephone and fax numbers and an appropriate graphic. The following sections are required.

Name and Address

Contact Tel No

E-mail

Date and Time of Visit

Please score each of the following out of 5 (where 1 is poor and 5 is excellent).

Service

Food

Value for Money

Ambience

Decor/Cleanliness

Insert a heading -

CUSTOMER FEEDBACK FORM

OPERATOR - These 5 headings should appear as a list with a line or box opposite each heading for scores to be inserted.

Comment

Would you recommend this restaurant to a friend? Yes/No (delete as appropriate)

By completing and returning this form, you will be entered into a prize draw to take place on Saturday 30 July 2011. The winner will receive a 3-course dinner for 2 at the restaurant on a date of their choice before Friday 2 December 2011.

Insert this paragraph in the footer

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

8 marks

## Task 7

The following changes need to be made to our suppliers' database.

Mrs Pat Kozlowski has telephoned to let us know that her shop is moving to 12 Union Grove, Inverness IV2 3PP. Her other details remain unchanged.

Our venison supplier, Stuart Brown & Son, has stopped trading. Delete their record from the database.

Jennifer Saunders is the new contact for Spence & Saunders. Her contact e-mail is jenn@coolmail.co.uk

We have found a new venison supplier, The Deer Place, Balmaharr Estate, Nairn, IV6 6DD. Our contact is Neil Grant. We have agreed terms of 21 days. We placed our first order today. The company telephone number is 01667482931. The e-mail address is thedeerplace@allo.co.uk

- Complete the task.
- Sort the details in alphabetical order of supplier.
- Save the database as **SUPPLIER2owninitials**.
- Print one copy of the database in list format.

6 marks

## Task 8

Sarah would like some more information added to the Good Customer Service document. Recall the document and add the following text.

### SPECIFIC DIETARY REQUIREMENTS

#### VEGETARIAN

A vegetarian is someone who follows a diet of plant-based foods. Some vegetarians also exclude dairy products and eggs from their diet. Vegetarians do not eat meat or game, poultry, fish or products of animal slaughter. (including fruits, vegetables, cereals, grains, nuts and seeds)

#### GLUTEN FREE

These products contain no gluten which is a protein found in all wheat, rye and barley products. Many people suffer from varying degrees of gluten intolerances.

#### NUT ALLERGY

Both peanuts and tree nuts (walnuts, hazelnuts, almonds, cashews, pecans and brazil nuts) can cause allergic reaction in some people. These reactions can sometimes be severe. If action is taken quickly the risk of suffering any serious problem is small.

## Task 8 (continued)

### VEGAN

A vegan is someone who seeks to exclude from their ~~diet~~ lifestyle - as far as is possible and practical - all forms of exploitation and cruelty to animals. A vegan diet is a form of vegetarianism - it excludes all animal products including dairy products, eggs and honey.

### ORGANIC FOOD

trs The word 'organic' refers to the way farmers grow and process agricultural products such as fruits, vegetables, dairy products, grains and meat. Organic farming practices are designed to encourage soil and water conservation and reduce pollution.

OPERATOR - Remove the footer from all pages.

These 5 shoulder headings should be in italics.

Justify the text in the whole document.

- Recall the file **SERVICEowninitials**.
- Complete the task.
- Save the file as **SERVICE2owninitials**.
- Print one copy of the completed document.

12 marks

### **Task 9A**

Sarah would like a list of those suppliers whose payment terms are less than 28 days.

Search the database for those suppliers who match this criteria.

- Complete the task.
- Print one copy of the search results, in descending order of Payment Terms, omitting Tel No, E-mail and First Order fields.

**4 marks**

## Task 9B

Using mail merge, prepare a letter, for Sarah's signature, to those suppliers who offer the restaurant less than 28 days for payment.

The following letter has been drafted for you. Use an appropriate reference, today's date and the subject heading **Payment Terms**.

Dear \*

As a valued ~~an~~ supplier of \* to this restaurant Steven and I wish to thank you for the excellent service you have given us to date. [Having recently taken over the running of the business we are undergoing a financial review.]

<sup>NP</sup> <sup>the</sup> <sup>run</sup> <sup>on</sup> This review highlights inconsistencies between the payment terms offered to us by various suppliers. In order to allow us to perform more accurate budgeting, we are now trying to standardise our payment terms.

You currently provide us with \* days for payment. We would like you to consider extending this to 28 days to take effect on all orders placed after 31 March 2011.

If you wish to ~~discuss~~ discuss this further, please do not hesitate to contact either myself or Steven.

Yours etc.

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

14 marks

## Task 10A

You have received an e-mail from Steven. Open the attachment saved as **COMMENTS** and make additions and changes as outlined below.

Add the following comments underneath those already saved. All the comments should be in double line spacing. Embolden the words underlined.

The service was exceptionally pleasant and attentive.  
The waiting staff were helpful and friendly even when busy.

We received excellent, knowledgeable and friendly service from ~~our~~ our waiter.

The staff were attentive but unobtrusive.

The reputation of Repose is not only dependent on the quality of our food but on the service which our team can deliver to our customers.

The following are the type of comments we are looking for, from our customers, about the service they receive at Repose.

These 2 paragraphs should appear at the beginning of the document-

### THE MAIN DUTIES OF A WAITER

- Greeting customers as they arrive
- Taking orders for food
- Serving food to customers
- Dealing with payment
- Ensuring tables are clean and tidy

Each point in the above and following list should be bulleted.

Task 10A (continued)

WHAT DOES IT TAKE TO BECOME AN  
OUTSTANDING WAITER?

Excellent customer service skills

Good communication, presentation, time  
management and social skills

High standards of personal hygiene

Ability to work on your own or as part  
of a team

Good numeracy skills

An interest in food and drink

Awareness of health and safety issues

Being a waiter takes talent, a positive and  
pleasant personality and an ability to think  
clearly. It is extremely important that  
you work as a team member to provide  
polite and efficient service. This will help  
to maintain the high standards of service  
and quality expected at *Repose*.

Insert a main heading - *Guidance on  
Customer Service* - Use italics and centre.  
The document should fit on one page.

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



### **Task 10B**

Using the reply function on your e-mail, attach the document you saved as **COMMENTSowninitials**.

Ask Steven to let you know, by the end of the week, if he would like any changes to be made to the document so that you can have final copies prepared for the staff.

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

**6 marks**

## Task 11

Some changes have to be made to the spreadsheet prepared earlier.

Make the changes as below.

- *The overtime rates for all staff have changed to “double time”*
- *The basic hourly rate for the Chefs have increased to £15.65 and for the Kitchen and Waiting Staff to £7.95*
- *Delete the item “Printing Menus”*
- *Reduce the cost of the flowers to £32 and the balloons and streamers to £10*
- *An error was made in the overhead charge – it should read £3.07*

*Change the label EVENT COST to COST.*

*Underneath this label insert another – COST AFTER DISCOUNT.*

*Sarah and Steven have decided to give Mr MacLean a discount of 12.5% which should be shown on the spreadsheet.*

*Insert a formula to calculate the Cost after Discount. Border and shade this cell.*

*Change the final column of this spreadsheet to italics and embolden.*

- Complete the task.
- Save the spreadsheet as **PARTYCOST2owninitials**.
- Print one copy of **PARTYCOST2owninitials** showing figures (without gridlines, row and column headings).
- Print one copy of **PARTYCOST2owninitials** showing formulae (with gridlines, row and column headings).

**14 marks**

## Task 12

Sarah is going to a Good Food Exhibition in the Scottish Exhibition and Conference Centre (SECC), Glasgow next Wednesday from 10 am to 5 pm.

She wants to stay in a 3 or 4 star hotel in the city centre.

Sarah would like to take the train to Glasgow on Tuesday. However, before she can travel she has a number of engagements to attend on Tuesday. Firstly, between 10 and 10.45 am, she is meeting with Mr MacLean in the restaurant to discuss arrangements for the party. She also wants to go to the daily staff briefing at 11 am – this only lasts half an hour. At 12 noon she is due to attend a Local Traders' Association lunch in the Castle Hotel, Inverness until 1.30 pm – after which time she is free to travel.

Sarah is staying with friends in Glasgow on Wednesday night and is arranging her own travel on Thursday after she has met with Jessica Khan. Jessica runs a catering supplies company and has arranged to meet with Sarah in her office at 12 Chapel Street, Glasgow G6 7TS at 10.30 am.

She may want to go to the King's Theatre, Glasgow on Wednesday evening and has asked you to find out what is on.

- Complete the task.
- Prepare an Itinerary for Sarah which should include details of all appointments.
- Print a copy of the travel times clearly indicating times selected.
- Print a copy of the accommodation clearly indicating hotel selected.
- Print a copy of the performance details.
- Save the itinerary as **ITINowninitials**.
- Print one copy of **ITINowninitials** and attach internet printouts.

**15 marks**

### Task 13

Enter the following appointments, meetings and tasks in your electronic diary for next week.

You are meeting with Mr Maclean and Sarah in the Restaurant at 10 am for 45 minutes on Tuesday to discuss arrangements for the party.

Staff briefings take place every morning, except Sunday, at 11 am. They last 30 minutes.

As Sarah is going to be away on Wednesday she has asked you to meet with Sophie Duncan, a sales representative from Banquet Catering who is coming to the restaurant at 2.30 pm. The meeting should last for no more than 1 hour.

TASK FOR THE WEEK - Check Glasgow Theatres.

- Complete the task.
- Print a copy of the diary in 7-day week format.

9 marks

#### **Task 14**

Sarah has asked you to key in a memo to Steven reminding him that she will not be in the restaurant on Wednesday afternoon next week as she is going to the Good Food Exhibition in Glasgow.

As she cannot be at the meeting with you and Sophie Duncan from Banquet Catering she would like Steven to go in her place. (You will have to remind Steven of the details of the meeting.)

Sarah would also like you to remind Steven to check the “Good Customer Service” document you e-mailed to him earlier in the week as she wants to have it photocopied in time to distribute to staff when she returns from Glasgow.

- Complete the task.
- Save the memo as **MEM1owninitials**.
- Print one copy of **MEM1owninitials**.

**6 marks**

*[END OF PROJECT]*

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# STANDARD GRADE ADMINISTRATION

## CREDIT PRACTICAL ABILITIES—2011

Candidate Name \_\_\_\_\_

Scottish Candidate Number \_\_\_\_\_

Centre \_\_\_\_\_

TASK	KEYBOARDING/ ACCURACY		FUNCTIONS/OTHER SKILLS		TOTAL	
	Awarded	Available	Awarded	Available	Awarded	Available
1		2		6		8
2		15		5		20
3		8		12		20
4		7		14		21
5		3		16		19
6		3		5		8
7		2		4		6
8		7		5		12
9A		0		4		4
9B		6		8		14
10A		9		9		18
10B		2		4		6
11		2		12		14
12		6		9		15
13		2		7		9
14		6		0		6
<b>TOTALS</b>		80		120		200

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NATIONAL  
QUALIFICATIONS  
2011

ADMINISTRATION  
STANDARD GRADE  
PRACTICAL ABILITIES PROJECT

**INSTRUCTIONS TO TEACHERS**

# Standard Grade Administration Practical Abilities Project

## Instructions to Teachers

### Issue and completion of projects

1. Issue a project, at the appropriate level, to each candidate.
2. Instruct the candidates to:
  - (a) check that the project is at the level they wish to undertake;
  - (b) enter details of their centre, name, date of birth and candidate number on the front cover of **Form Ex5 (Flyleaf)** (issued in February of examination year).
3. Remind candidates that:
  - (a) the project **must** be their own work and that they will be required to sign a Declaration to this effect. If it is established that the work of another candidate has been submitted as their own, SQA may cancel an award in this subject or all their subjects;
  - (b) no work or materials may be taken out of the centre;
  - (c) they should do the tasks in the order presented in the paper;
  - (d) whilst they are permitted to ask teachers questions, the teacher may provide clarification only. Teachers must not assist candidates with their projects.

### Preparation of materials by the teacher

1. Certain materials for the projects require to be keyed in and stored on disc by the teacher in advance of the projects being issued to candidates. These materials are found on the following pages.
2. The text of these materials should be keyed in exactly as they appear.

The style of the text (font, pitch size, any highlighting, etc) should be entered in the same style as the house style with which the candidates are familiar.

**Further information can be found in Standard Grade Administration—Practical Abilities Projects, General Guidance to Teachers, issued to all centres in September 2002.**

## PRACTICAL ABILITIES PROJECT—FOUNDATION

### **Task 5**

Teachers should ensure that candidates have access to an electronic diary for use in **Task 5**.

### **Task 9**

Teachers should provide candidates with an e-mail address for use in **Task 9**.

### **Task 14**

Teachers should check that the website addresses given for **Task 14** are still current.

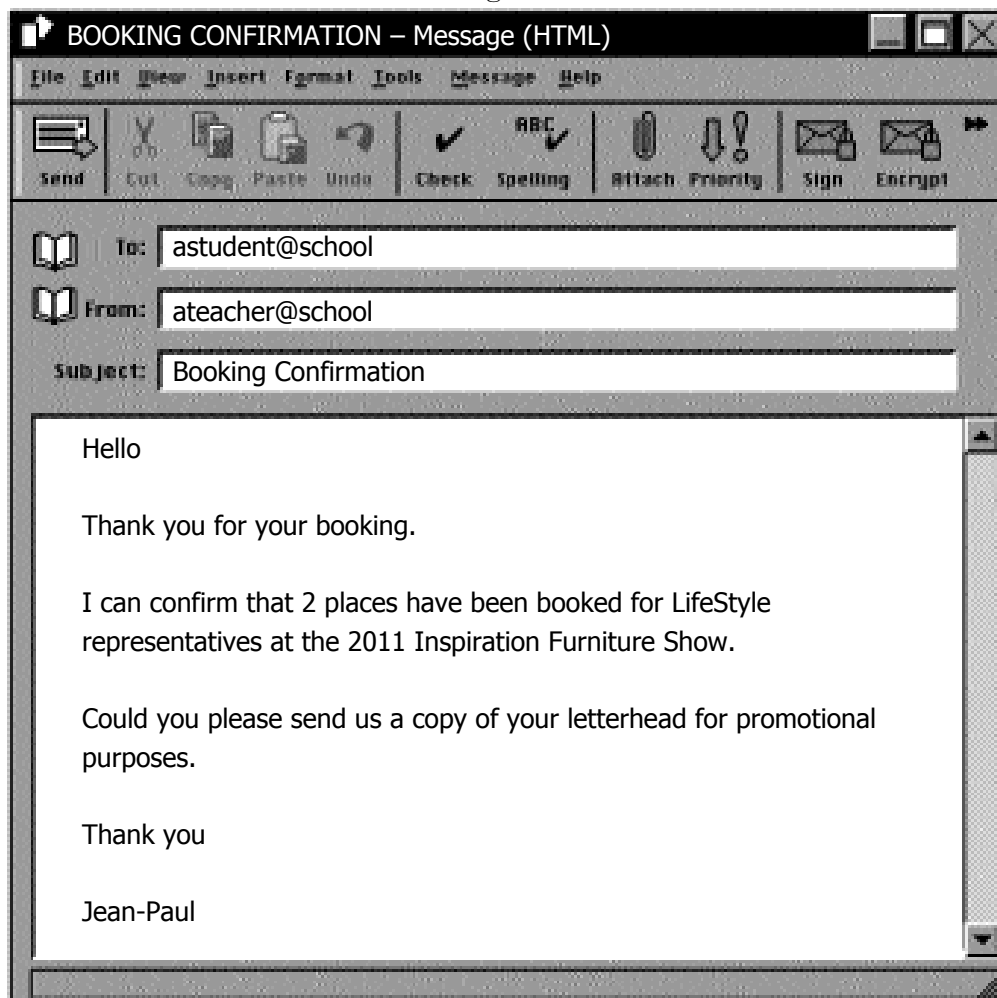
## PRACTICAL ABILITIES PROJECT—GENERAL

### Task 5

Teachers should check that the website addresses given for **Task 5** are still current.

### Task 6

Teachers should send the following e-mail to each candidate for **Task 6**.



### Task 12

Teachers should ensure that candidates have access to an electronic diary for use in **Task 12**.

**PRACTICAL ABILITIES PROJECT—CREDIT**

**Task 5**

The following spreadsheet – filename **PARTYCOST** – should be made available to candidates. **Use cells and shading as shown. Add no further formatting.**

	A	B	C	D	E
1	OCCASION				
2	DATE				
3					
4	STAFF COSTS	Total Basic Hours	Total Overtime Hours	Total Wages	Total Cost
5	Chefs			<i>f</i>	
6	Kitchen Staff			<i>f</i>	
7	Waiting Staff			<i>f</i>	<i>f</i>
8					
9	FOOD COSTS	No of Guests	Cost per Head		
10	3 course meal				<i>f</i>
11					
12	OVERHEADS	No of Guests	Cost per Head		
13	Overhead Charge				<i>f</i>
14					
15	MISCELLANEOUS				
16	Printing Menus				
17	Balloons and Streamers				
18	Flowers for Tables				<i>f</i>
19					
20	EVENT COST				<i>f</i>
21					
22	<u>Wage Rates</u>				
23	Chef				
24	Kitchen Staff				
25	Waiting Staff				
26					
27	Overtime Rate				
28					
29					
30					
31					
32					
33					

**PRACTICAL ABILITIES PROJECT—CREDIT (continued)**

**Task 10A**

Key in the following as a word document.

The service when we visited was not only good – it was **impeccable**.  
The service was **excellent** and **friendly**.  
Service was friendly and **efficient** and there was no shortage of willing staff.

*(Embolden the words as indicated and key in the list in single line spacing.)*

Save it as **COMMENTS** and e-mail it to each candidate as an attachment. The e-mail should be given the subject heading **GOOD SERVICE**. The e-mail should read –

Please find attached some comments regarding customer service in restaurants.

Thanks  
Steven

**Task 13**

Teachers should ensure that candidates have access to an electronic diary for use in **Task 13**.

[END OF INSTRUCTIONS TO TEACHERS]