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NATIONAL  
QUALIFICATIONS  
2009

ADMINISTRATION  
STANDARD GRADE  
PRACTICAL ABILITIES PROJECT  
Foundation Level

**BELLA PIZZERIA**

## 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.

# BELLA PIZZERIA



You have been appointed as an Administrative Assistant for Bella Pizzeria, a restaurant based in Dundee.

The restaurant opened in August 2007 and is managed by the owner, Madison Volpe.

### **Task 1**

Your first task is to create folders so that electronic files can be organised and managed easily.

- Create a folder called **BELLA PIZZERIA**.
- In this folder create **4** sub-folders – WP (for word processing files), SS (for spreadsheet files), DB (for database files) and MISC (for other files).
- Print evidence to show that this file management system has been created.

**4 marks**

## Task 2

Create a letterhead for use by the restaurant. All the relevant information is noted below.

- Create the letterhead shown below.
- Save the file as **LHEADowninitials** in the WP folder.
- Print one copy of **LHEADowninitials**.
- Place the printout in your work folder.

**3 marks**

*Italics* Bella Pizzeria  
129 Blackness Walk  
Dundee  
DD2 9EN

Tel No: 01382 678851  
E-mail: reservations@bellapizzeria.co.uk  
Fax No: 01382 678852

### Task 3

Create a database of employee details. The information you need is listed below.

- Use the field names and field types given.
- Key in the details.
- Save the database as **EMPLOYowninitials** in the DB folder.
- Print one copy of **EMPLOYowninitials**.
- Place the printout in your work folder.

13 marks

#### Field Name                      Field Type

First Name                      Text  
Surname                          Text  
Employee Ref                      Text  
Job Title                          Text  
Hours                              Number  
Pay Scale                          Text  
Trained?                          Text

First Name	Surname	Employee Ref	Job Title	Hours	Pay Scale	Trained?
Ravinder	Kaur	D289	Waitress	20	A2	No
Stephen	Cairns	A471	Waiter	15	A1	Yes
Summer	Jones	A936	Trainee Chef	35	B3	No
Madison	Volpe	T294	Manager	35	C6	Yes
Matthew	Smith	C632	Head Chef	35	C5	Yes
Ava	Glen	H419	Waitress	20	A2	Yes
Ethan	Taylor	S462	Chef	20	B4	Yes
Zachary	Knight	P553	Waiter	15	A1	Yes
Lei	Sun	B789	Chef	35	B4	Yes
Karolina	Jablonski	T804	Trainee Manager	35	C5	Yes

**Task 4**

Madison is thinking about taking out a loan.

- Use the Internet to access one of the websites below.
- Print one copy of the homepage.
- Place the printout in your work folder.

**2 marks**

[www.egg.com](http://www.egg.com)

[www.bankofscotland.co.uk](http://www.bankofscotland.co.uk)

[www.lloydstsb.com](http://www.lloydstsb.com)

### Task 5

Please prepare the following letter to Mrs J Harvey, Booking Manager, Catering Training Services Ltd.

- Recall the file **LHEADowninitials**.
- Key in the letter shown below.
- Save the file as **COURSEowninitials** in the WP folder.
- Print one copy of **COURSEowninitials**.
- Place the printout in your work folder.

**13 marks**

MV/own initials

Today's date

Mrs J Harvey  
Booking Manager  
Catering Training Services Ltd  
986 Dunkeld Drive  
Perth  
PH1 5BD

Dear Mrs Harvey

#### LEVEL 1 FOOD HYGIENE TRAINING COURSE

Thank you for the food hygiene training course information. I have read the information supplied and am satisfied that the Level 1 Food Hygiene Course meets all of our basic training requirements.

I would like to book a place for our trainee chef, Miss Summer Jones, on the Level 1 course scheduled to take place in your Perth offices on Wednesday 6 May 2009.

*Underline* Please find enclosed a cheque for £250 in full payment of course fees.

Yours sincerely

Madison Volpe  
Manager

Enc



## Task 6

Summer Jones is to attend a course in Perth.

- Key in the itinerary shown below.
- Save the file as **ITINowninitials** in the WP folder.
- Print one copy of **ITINowninitials**.
- Place the printout in your work folder.

**7 marks**

**Bold** { ITINERARY  
SUMMER JONES – LEVEL 1 FOOD HYGIENE TRAINING COURSE  
WEDNESDAY 6 MAY 2009

0850 hours Depart Dundee

0930 hours Arrive at Catering Training Services Ltd, 986 Dunkeld Drive, Perth

0945 hours Coffee and registration

1000 hours Basic Food Hygiene – Part 1

1200 hours Lunch

1300 hours Basic Food Hygiene – Part 2

1630 hours Depart Perth

1710 hours Arrive Dundee

### Task 7

You require a spreadsheet to show the number of lunch customers over a 4-week period.

- Create a spreadsheet.
- Key in the text and data as shown below.
- Key in the formulae required to calculate row and column totals in those cells marked with a question mark (?).
- Save the spreadsheet as **LUNCHowninitials** in the SS folder.
- Print one copy of **LUNCHowninitials** showing figures.
- Print one copy of **LUNCHowninitials** showing formulae.
- Place the printouts in your work folder.

8 marks

	A	B	C	D	E	F	G	H	I
1	<b>BELLA PIZZERIA</b>								
2	<b>Lunches Booked</b>								
3		Mon	Tue	Wed	Thu	Fri	Sat	Sun	TOTAL
4	Week 1	40	47	46	55	50	50	40	?
5	Week 2	40	42	45	47	49	55	47	?
6	Week 3	45	48	51	52	51	60	50	?
7	Week 4	39	47	50	55	55	63	52	?
8	TOTAL	?	?	?	?	?	?	?	?

## Task 8

Prepare a menu for use by the restaurant. All the relevant information is noted below.

- Create the menu below, making good use of the page.
- All text should be centred.
- Add graphic(s) to enhance the menu.
- Save the file as **MENUowninitials** in the WP folder.
- Print one copy of **MENUowninitials**.
- Place the printout in your work folder.

10 marks

*Italics* { BELLA PIZZERIA  
SET LUNCH MENU – £10.50 PER PERSON

### STARTERS

Soup of the Day  
Served with crusty bread

Garlic Bread  
With cheese or tomato

### MAIN COURSES

Ham and Mushroom Pizza  
Ham, tomato, mozzarella and mushrooms

Vegetarian Lasagne  
An old family favourite

### DESSERTS

Lemon Sponge  
Soft sponge covered with fresh lemon cream

Trio of Gelato  
A selection of ice creams is available

### Task 9

Madison wishes you to contact the fruit and veg supplier informing them that the order for next month should be increased.

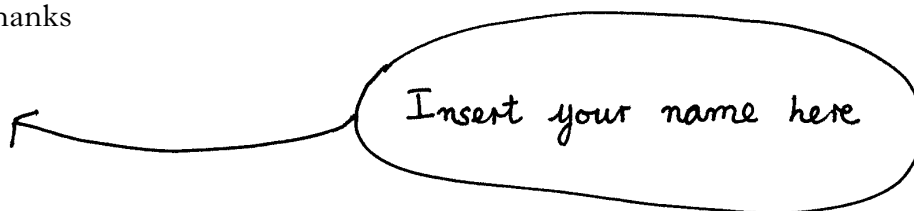
- Access your e-mail facility.
- Address the e-mail – you should already have a note of the e-mail address.
- Key in the message given below. You must decide on an appropriate subject for the e-mail and include it in the space provided by your e-mail facility.
- Send the e-mail.
- Print one copy of the e-mail.
- Print evidence to confirm that the e-mail has been sent.
- Place the printout(s) in your work folder.

**6 marks**

David

Madison has reviewed customer bookings for next month and has realised that they are higher than usual. Please increase our standard produce order by 10% for next month only.

Thanks



### Task 10

Some changes need to be made to the database.

- Recall the database **EMPLOYowninitials**.
- Make the changes detailed below.
- Sort the database in **alphabetical order of Surname**.
- Save the database as **EMPLOY2owninitials** in the DB folder.
- Print one copy of **EMPLOY2owninitials** in list format.
- Place the printout in your work folder.

**7 marks**

- 1 Ava Glen has recently married. Change her surname to Locke.
- 2 Zachary Knight has been promoted to the position of Head Waiter. Change his details to show his new job title. His contracted hours are now 35 and his pay scale is B3.
- 3 A new employee has to be added to the database. Details are given below:

First Name	Caitlin
Surname	Henderson
Employee Ref	M244
Job Title	Waitress
Hours	17
Pay Scale	A1
Trained?	No

- 4 Stephen Cairns no longer works for the restaurant. Delete his record.

### **Task 11**

Karolina Jablonski is in charge of preparing the holiday rota. The following memo is to be sent to all staff to help her plan annual leave for 2009/10.

- Key in the memo shown below.
- Save the file as **HOLowninitials** in the WP folder.
- Print one copy of **HOLowninitials**.
- Place the printout in your work folder.

**13 marks**

### **MEMORANDUM**

To: All Staff

From: Karolina Jablonski, Trainee Manager

Date: (Today's date)

Subject: Holiday Rota 2009/10

I am currently preparing the 2009/10 Holiday Rota (which covers the period 1 May 2009 – 30 April 2010) and would like all staff members to give me proposed holiday dates as soon as possible and preferably no later than the end of next month.

All staff are entitled to holiday leave. The minimum number of weeks' holiday is currently 4 but will increase to 5 from 1 April 2009. I will contact all staff by letter stating their individual holiday entitlement by Friday of next week.

Please note that holidays will not be allowed during the peak period 1 November – 10 January. Although every attempt will be made to meet other holiday requests, there must be a minimum number of staff on duty to ensure we maintain a good standard of customer service.

**Task 12**

Madison would like to be informed of staff members who have not been trained.

- Recall the database **EMPLOY2owninitials**.
- Use the search facility to find any employees who have **not been trained**.
- Print one copy of any record(s) you find.
- Place the printout(s) in your work folder.

**1 mark**

### **Task 13**

Some bookings have changed. You now need to update the lunch spreadsheet.

- Recall the file **LUNCHowninitials**.
- Make the changes shown below.
- Save the spreadsheet as **LUNCH2owninitials** in the SS folder.
- Print one copy of **LUNCH2owninitials** showing figures.
- Place the printouts in your work folder.

**2 marks**

- 1 Lunches booked for Friday of Week 1 are now 54.
- 2 In Week 2, Tuesday's lunches booked are now 40 and Saturday's figure has changed to 59.
- 3 A customer has cancelled a booking for 5 people on the Thursday of Week 4.



### Task 14A

Create a spreadsheet to show the number of evening bookings over a 4-week period.

- Create a spreadsheet.
- Enter the data below.
- Save the spreadsheet as **EVEowninitials** in the SS folder.
- Print one copy of **EVEowninitials**.
- Place the printout in your work folder.

**1 mark**

	A	B
1	Week	No of Bookings
2	Wk 1	470
3	Wk 2	490
4	Wk 3	525
5	Wk 4	500

### Task 14B

Madison would like the information in the spreadsheet to be shown as a bar chart.

- Recall the spreadsheet **EVEowninitials**.
- Create a bar chart.
- The bar chart should have a title and the X and Y axes should be labelled.
- Save the bar chart as **CHARTowninitials**.
- Print one copy of **CHARTowninitials**.
- Place the printout in your work folder.

**7 marks**

**Task 15**

The restaurant uses an electronic diary for appointments, meetings and training courses.

- Access your electronic diary.
- Find the diary page for Wednesday 6 May 2009.
- Enter the details as shown below.
- Print one copy of the page in day format.
- Place the printout in your work folder.

**3 marks**

9.00 am – 5.00 pm

Summer Jones, Level 1 Food Hygiene Training Course

*[END OF PROJECT]*