National Qualifications

Administration and IT

Assignment

Assessment Task: Heart 2 Heart Wedding Solutions

This is the assessment task for the assignment Component of Higher Administration and IT Course assessment.

It must be read in conjunction with the general assessment information for this Component of Course assessment.

Valid for session 2015/16 only

This assessment is given to centres in strictest confidence. You must keep it in a secure place until it is used.

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Heart 2 Heart Wedding Solutions

Instructions for Candidates

This assessment applies to the assignment for Higher Administration and IT.

This assignment is worth 70 marks. The marks contribute 70% of the overall marks for the Course assessment. The Course will be graded A–D.

It assesses the following skills, knowledge and understanding:

- use of complex IT functions in word processing, spreadsheets, databases, desktop publishing, and presentation software to produce, process and manage information and solve problems in unfamiliar contexts
- skills in electronic research to source complex information
- skills in effective communication, taking account of its context, purpose and audience
- skills in administration relevant to planning and organising in order to complete the assignment
- skills in problem-solving

In this assessment, you will:

- work through a series of tasks which will test the skills, knowledge and understanding listed above
- complete the tasks in the order presented
- be allowed two hours to complete the assignment

The assessment will be carried out under controlled conditions.

Make sure your name is clearly identified on each printout submitted.

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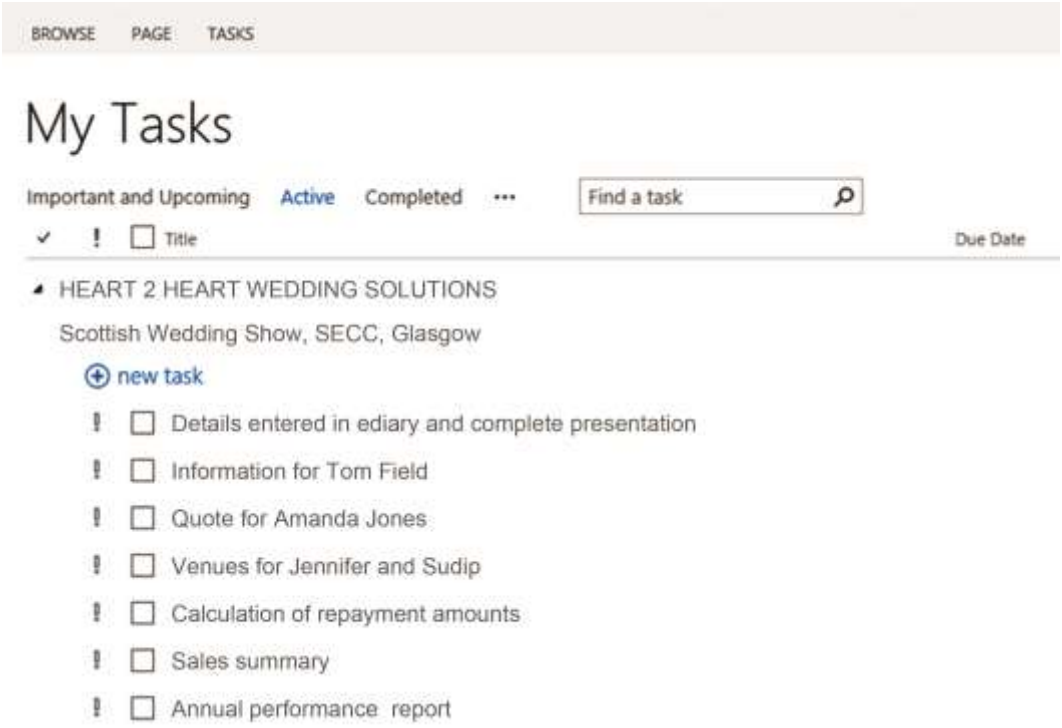
Assignment Task

Heart 2 Heart is a one-stop shop for couples who are looking for the perfect wedding experience. The company provide catering and entertainment at venues throughout Scotland. A range of venues and packages are offered to suit all budgets.

You work as an Administrative Assistant for Kate Lee who is the Operations Manager at Heart 2 Heart. Every year, the business attends the Scottish Wedding Show at the SECC, Glasgow as an exhibitor and there are several tasks that you must complete in relation to this event.

These tasks are listed below. You could use this as a To-do list and tick off each task as you complete it.



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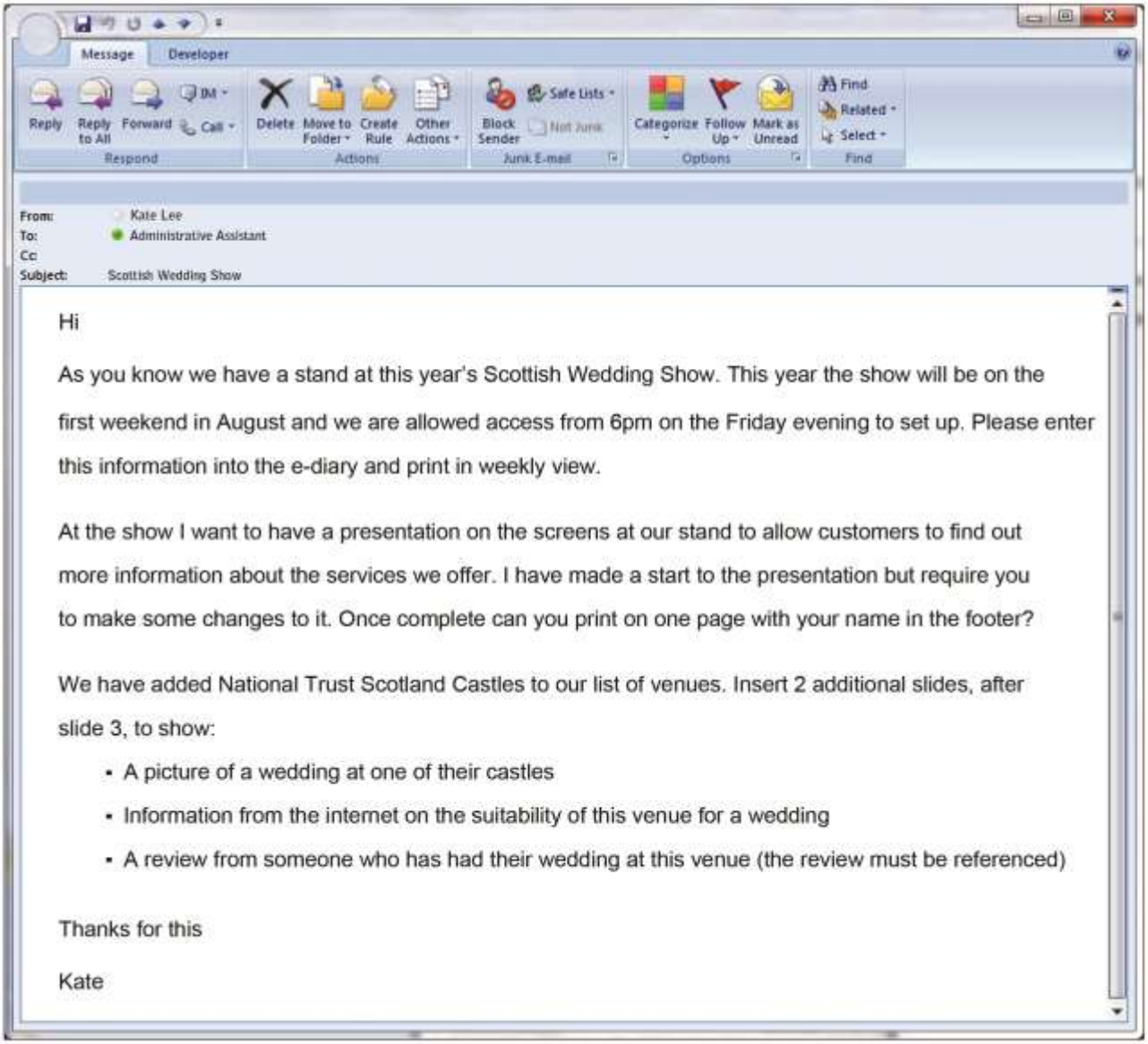

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Text message from Kate Lee to Administrative Assistant

Hi

The exhibition seemed to go really well and there was a lot of interest in our stand.

We were approached by Tom Field from American Bride magazine — he is going to come in next week and chat to us. He wanted to know how many venues we have in each region and the total number of bedrooms.

Can you have this information ready for me?

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We have changed our discount policy and customers will now receive a percentage off the sub-total based on the number of day guests:

No of day guests	%.
125	15
100	10
Less than 100	5

Print a value view and a formula view of the quote.
Each printout should fit on to one side of A4.

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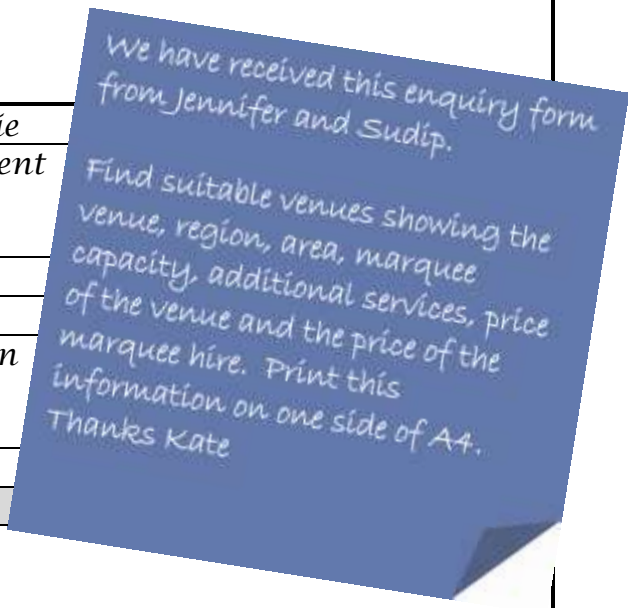
Heart 2 Heart

Enquiry Form



Bride Name		*Jennifer Barrie*
Address		*137 Real Crescent Monkton KA93LE*
Contact Number		*07732225672*
Groom Name		*Sudip Sanyal*
Address		*34 Glen Striven Dornoch IV259PE*
Contact Number		*07830678769*
Requirements		
Region	North East South West	✓ ✓
Additional comments		*Either of these 2 regions are fine but we do not want to have our wedding in the Glasgow area.*
Venue	Hotel Castle Marquee Other	 ✓
Additional comments		

One Day Package	This package gives you the venue for the day of the wedding, evening reception and overnight accommodation for the bride and groom.	
Two Day Package	This package includes overnight stay prior to the wedding, the venue for the day of the wedding and the evening reception and overnight accommodation for the bride and groom.	✓

Additional services

We aim to make your day as special as possible.
Some of our venues have links with local businesses to assist you with any additional services that you may require. Please indicate which services would help you to make this a truly memorable experience.
(Please contact the hotel directly for contact details.)

Cake		Photographer		Chair covers	
Hair	✓	Flowers		Make-up	✓
Band/disco/DJ		Piper		Table decorations	
Fireworks		Children's entertainer		Outside caterers	

MEMORANDUM

To: Administrative Assistant

From: Kate Lee, Operations Manager

Subject: SPECIAL OFFER

Date: Today's date

In order to increase demand for our more expensive weddings, we have decided to offer clients the option of spreading the cost of their wedding over a 2 year period (this offer applies to Price Bands C and D, 2 day packages only). An admin fee of 5% will be charged for this service. I need you to calculate the new amount for a 2 day package including the admin fee and calculate the monthly payment for each price band (both formatted to whole numbers).

I require this information to be presented in a report (please give this a suitable heading). The information should be grouped by Area and with Venues in alphabetical order. Our company logo should appear at the top right hand corner of the report. The report footer should only contain 'INFORMATION — SALES TEAM ONLY'.

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In order to complete the Annual Performance Review I need a breakdown of the sales for 2015. Wedding sales data has been recorded in a file called Sales Summary.

Please create a pivot table which summarises this information to show the Total Sales Value for each item as well as the Grand Total for the period. Also include each item's Total Sales as a percentage of the Grand Total.

Print this information showing the items with the highest percentage contribution first.

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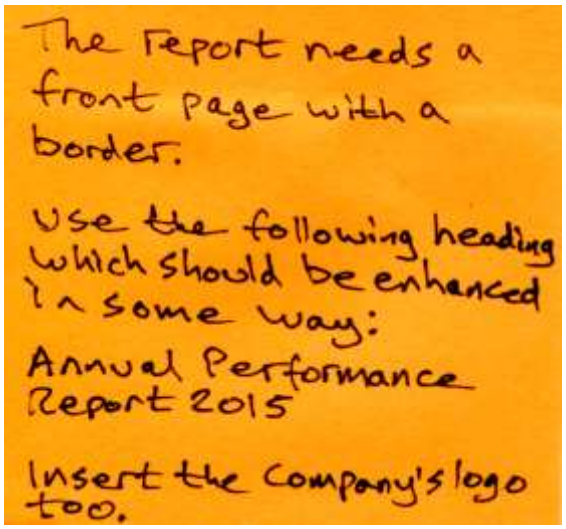
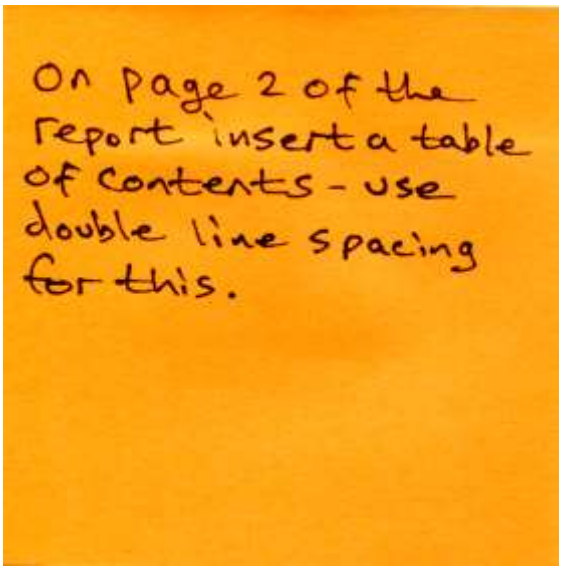
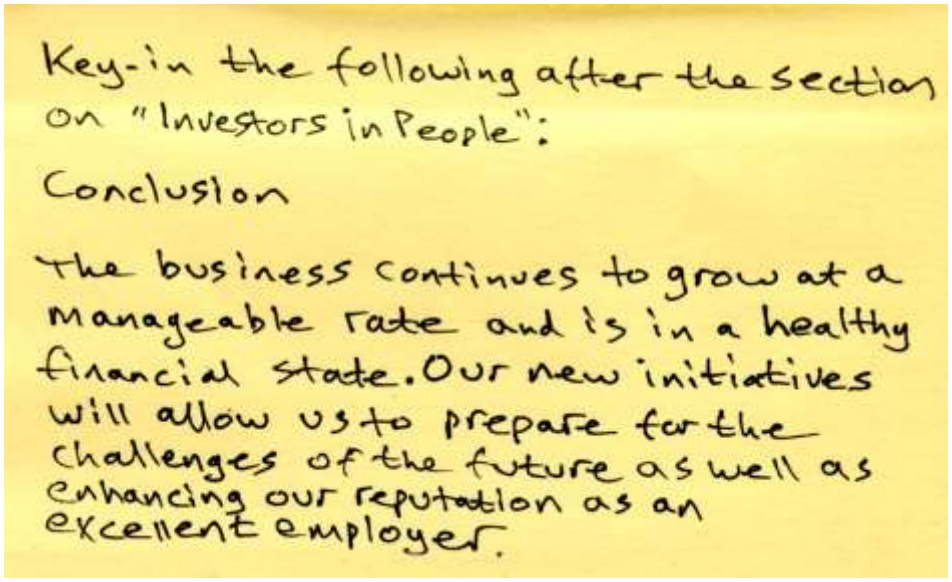
The Annual Performance report for 2015 needs to be completed. Use the notes below and the file **Annual Performance Review** to finish this report. Once complete, print this for me to check.







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Insert page numbers at the left hand side of the footer.

In the report Header I would like the name of our company to appear on the left hand side of all even pages and the words "Annual Performance Review 2015" to be shown at the right hand side of all odd pages.

NB I don't want a header or footer on the front cover of the Report.

Our marketing company, QMC, have sent us a file called "Customer Satisfaction Survey". Action the comments in this file and place the completed table into Appendix 1 of the Report.

I have also left some comments in the Report. Action these and then delete. Remember to print a copy for me.

[End of Assignment]

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Administrative information

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History of changes

Version	Description of change	Authorised by	Date

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