

Task 4: Assessor answers

Part A: Identify and allocate project finalisation activities

1. E-mail to accounts department



To: gavin.stead@cbsa.com.au
From: Billy Walsh (Billy.walsh@cbsa.com.au)
Date/time: **Date/time**
Subject: **Relevant subject such as outstanding invoice**

Dear accounts

Student's words will vary but their response must include finalisation activities (finalisation of accounts and contractual arrangements including instructions to pay \$8,000 invoice which was due for payment within 7 days of receipt.

[insert email body] (Word guidance: 40 to 50 words)

Gavin Stead has approved \$8,000 invoice for the cocktail event. Can you please pay this invoice as the contract states that all invoices must be paid within 7 days.

Please let me know when this has been paid so I can finalise this project.

Kind Regards,

Billy Walsh

Project Manager

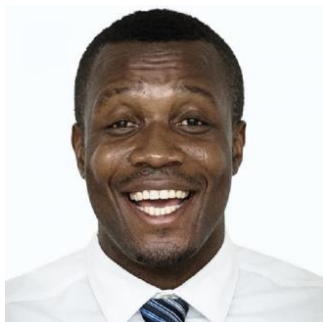
300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



2. E-mail to venue speakers



To: Venue speaker
From: Billy Walsh (Billy.walsh@cbsa.com.au)
Date/time: **Date/time**
Subject: **Relevant subject such as speaker feedback, conference**

Dear venue speaker

Student's words will vary but their response must include finalisation activities (finalisation activity to thank speaker for their participation and seek feedback about the conference to improve future projects).

[insert email body] (Word guidance: 35 to 50 words)

Thank you for speaking at the conference. We are now finalising the project and would like to seek your feedback about the conference to improve future projects.

If you have any feedback, please let me know within 7 days.

Kind Regards,

Billy Walsh

Project Manager

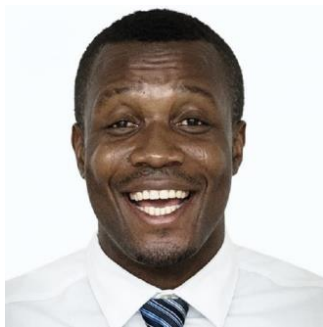
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3. E-mail to Gavin Stead, Managing Director



To: gavin.stead@cbsa.com.au

From: Billy Walsh (Billy.walsh@cbsa.com.au)

Date/time: [insert]

Subject: [insert]

Dear Gavin,

Student's words will vary but their response must include finalisation activities (finalisation of accounts and contractual arrangements):

[insert email body] [insert email body] (Word guidance: 55 to 65 words)

This email is to update you in the project finalisation steps that have been put in place:

All outstanding invoices are to be paid within 7 days and are being processed through accounts.

I have asked for feedback from the venue speakers to improve future projects.

I will forward the Final Project Report to you shortly.

Kind Regards,

Billy Walsh

Project Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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Part B: Complete final report for submission to board

1. Project Final Report

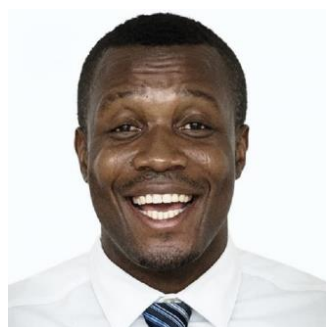
Student's words will vary but their response must include:

PROJECT FINAL REPORT	
Project Name	<i>Small Business Conference</i>
Project Manager	<i>Billy Walsh</i>
Date	<i>Today's date</i>
Deliverables	
Planned	Actual
<ul style="list-style-type: none"> <i>Annual conference for small business owners with 150 participants</i> <i>generate \$300,000 in consultancy services within the next 12 months</i> 	<ul style="list-style-type: none"> <i>95 Delegates attended</i> <i>Conversion of delegates to clients = 15</i>
Explanation of Variance	
<i>95 Delegates attended and costings were based at \$200per ticket x 150 participants to recover \$30,000 expenditure. Variation of why there were less numbers to be addressed with marketing.</i>	
Schedule Milestones	
Planned	Actual
<i>Conference scheduled for November</i>	<i>Conference in November held</i>
Explanation of Variance	
Project Budget	
Planned	Actual (To Date)
Revenue - \$30,000	Revenue - \$19,000
Expenses - \$28,500	Expenses - \$24,100
Profit- \$28,500	Profit/loss to date -\$1,600
Explanation of Variance	
<i>Budget revenue was \$30,000 and only \$19,000 for registration fees received as only 95 delegates attended compared to the 150 participants planned.</i>	
Project successes	
Name	Description
<i>Event</i>	<i>Overall feedback received was good</i>

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 Assessment Number 4_CBSA Templates

	<i>Some disappointment over cancellation of cocktail and entertainment event as advertised</i>	
<i>Speakers</i>	<i>Guest speakers were very successful and well received</i>	
<i>Client Conversions</i>	<i>Potential of 15 delegates to client conversions for CBSA</i>	
Project challenges		
Description	Impact	Actions Taken
<i>Catering</i>	<i>Minor</i>	<i>More attention to detail In future with appropriate menus and confirmation with venue of standard of food. Organise a taste and food trial prior to event</i>
<i>Insufficient registrations</i>	<i>Moderate – less income received</i>	<i>Increase marketing to promote event targeted at business owners.</i>

2. E-mail to Gavin Stead



To: gavin.stead@cbsa.com.au
 From: Billy Walsh (Billy.walsh@cbsa.com.au)
 Date/time: [insert]
 Subject: [insert]
 Attachment: **Project final report**

[Salutation]

Dear Gavin,

[insert email body] [insert email body] (Word guidance: 20 to 30 words)

Student's words will vary but their response must advise that they have submitted a report on project progress.

An example is provided below.

Please find attached Project Final Report for submission to the board.

Please contact me if you have any questions or comments.

Kind Regards,

Billy Walsh

Project Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

