Unit 104: Employability in the construction and built environment sector

# Worksheet 10: Customer and project planning (learner)

**Task 1**

Describe in your own words the terms listed below.

|  |  |
| --- | --- |
| **Business term** | **Description** |
| Penalties |  |
| Quality of work |  |
| Transparency |  |
| Fulfilment of contract |  |
| Scheduling |  |
| Pricing and quoting |  |
| Initial engagement |  |

**Task 2**

When planning for a project, the sequencing of work is highly important. Look at the table below and list the following factors in order of how they would be planned for a project.

|  | **Factors to be considered** | **Order of consideration** | **Reason for choice** |
| --- | --- | --- | --- |
| 1 | Receive final payment |  |  |
| 2 | Authorisation of work |  |  |
| 3 | Schedule work |  |  |
| 4 | Carry out work |  |  |
| 5 | Quote client |  |  |
| 6 | Price up work |  |  |
| 7 | Engage with client |  |  |
| 8 | Check quality of work |  |  |