Unit 104: Employability in the construction and the built environment sector

# Worksheet 10: Customer and project planning (tutor)

**Task 1**

Describe in your own words the terms listed below.

|  |  |
| --- | --- |
| **Business term** | **Description** |
| Penalties | Written into the contract to prevent any delays to the project. |
| Quality of work | Must be carried out to ensure the work is produced to a high standard. |
| Transparency | What both client and employer must show to ensure nothing is hidden |
| Fulfilment of contract | The actual binding action of an employer when completing the project. |
| Scheduling | Term used to describe the sequence of operations that an employer will do when carrying out the work. |
| Pricing and quoting | Term used when providing a client with a proposed price of a job they are tendering for. |
| Initial engagement | Term used to describe first contact with the client and main contractor |

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