

# Identify

## Objective

The objective of the coursework is to develop a spreadsheet application for the Ibis Hotel. In the coursework I will discuss four main steps of software development-Identify, Analysis, Design and Implementation & Testing. Using the application software, the hotel can manage its staff and business efficiently and effectively. The objective of the coursework is to produce computerised business letter (using mail merge and other features instead of using a type writer). This is being done so that Ibis Hotel can publish their good works into the open environment and have more people visiting the hotel. This has been done so that the staff at Ibis Hotel will become more relaxed with their work. I will also create labels for the staff so that the hotel can use it for different purposes. E.g. used at the back on envelopes to give a sophisticated look.

The two objectives of the coursework are – understanding of the software development and to use varieties of tools and techniques to meet the client requirements.

## Introduction

Ibis hotel is a two star hotel in Stratford, and has 55 bedrooms, all with bathrooms and toilets. I am going to carry out my coursework assignment on the improvement on the computerisation of the hotel by using Information Technology. The hotel is dependant on a great deal on manual administrative work. I have checked with the hotel and asked if I could computerise the old manual system and improve the popularity of the hotel by using Information Technology.

This problem is ideally suited to ICT, because a computer is very good for both formatting and typing in text and also for creating eye catching colourful graphics.

Ibis hotel is a two star hotel situated in Stratford. Ibis hotel is one of the three other two star hotels in Stratford. Thus, it is a very busy hotel. It contains of 55 bedrooms with bathrooms and toilets, some have attached balconies, which cost a higher rate to the ordinary bedrooms.

The hotel business has been a great success the past four years but the hand written administrative system holds Ibis hotel back. With the new information technology system, the Ibis hotel can do much better.

## The appeal

I sent the following letter to the manager of Ibis hotel requesting for conduction on the project on Ibis hotel:

Anjum Kohli  
6, Green point,

Water lane,  
Stratford,  
London,  
E15 4NQ

02059361955

2<sup>nd</sup> February'2002

Manager of Ibis hotel,  
Dear Sir,

I am writing to you for permission of helping Ibis hotel proceed and make full use of information technology. I am aware that the Ibis Hotel has been relying heavily on manual administrative systems.

My school has set me a task on word processing creation and manipulation for my GCSE IT course.

If you are pleased I would like to carry out my assignment based on your hotel situation. Please can let me know as soon as possible if I could computerise your system and integrate a database into your hotel business operations.

Would you please reply to me on the above address and let me know if you have accepted my accordance.

Your help is highly appreciated.

Thank you

Your faithfully

Anjum Kohli

Student from year 11

### The reply

The manager of Ibis Hotel has accepted my proposal to assist me to help with the improvements on the hotel.

The letter on the next page was sent to me, from the manager of the Ibis Hotel, after I had sent him the letter proposing for the improvement of The Ibis Hotel:



# IBIS HOTEL

Northern Way,  
Stratford,  
London  
E15 4NQ

0205361955

10<sup>th</sup> February 2002

Dear Miss Anjum Kohli,

I have received your proposal for the improvement on the Ibis Hotel. I happen to think that it is a great idea to change all the manual administrative work done in the Hotel into computerized data.

I anticipate that you will be the right person to rely on.

I accept the request you have sent me. And I am waiting to come into contact with you soon.

Thank you,

Your help is highly appreciated by all us.

Please don't hesitate to call or visit if you need more help.

Many thanks.

Yours sincerely,

Mr Singh

Manager.

## The current system

At present the hotel is using file-based system. There is 20 staff in the hotel and some of them are part time and the rest are full time. Each day is divided into 3 shifts – day, evening and night. Mr. Pallet is in charge of the hotel and he is the general manager. He looks after his fellow 3 managers and other staff. All the important information is recorded into separate files like staff salary, pay slip and so on; and stored into the storeroom. From the last few years, the hotel has been using typewriters and in some cases handwritten work has also been done. In the nearby hotels, all are using computerised systems. In order to improve services, the general manager has decided to introduce a computerised system for the hotel. What are the problems in the existing system we will discuss in the section below:

## The problem

I have informed the manager of Ibis hotel (Mr Singh) that information technology is a very major fact in the global marketing world and in day to day life and I have written to him to allow me to update all his present manual administrative work into a technological system. He has accepted this accordance made by me to the manager. The written letter back to me was telling me that he had accepted the offer, he had written back and listed me all the problems below, and these are the problems that they are facing now with the manual system. He has asked me to remove all these problems and solve them:

- Corrections that want to be made in the documents are very hard to make, especially on hand written work. The records cant be erased or added easily and often these reports have to be re-written which is very difficult and also takes a lot of time. It also increases the cost.
- Quality of letter (as typewriter is being used) is not good.
- Making copies of files are very difficult. Even if you photo copy or make extra copies of the documents it takes double the space and takes up a lot of space.
- The filing cabinets take up a large amount of space, all the reports or documents take up a lot of space and when a person is in search of a specific file it takes a lot of time to find it as there are a lot of files to go through.
- Finding files can be very problematical.
- Many files can also be lost or misplaced.
- Validation is also a problem. This is because to check many files manually is very difficult.
- Security is not very obtainable.
- Whilst editing any problems it can be very hard to rearrange any disorders, as the whole page will have to be re-written.
- There can also be backup facilities are not very advantageous.
- It is also time consuming making files handwritten of an individual person.
- The company used a typewriter to type important standard letters, to give a sophisticated look. This caused Ibis Hotel many problems such as when typing and an error would occur the whole document has to be re-written.

- There is also a main problem with using typewriters at Ibis Hotel, as many standard letters have to be sent to many visitors or mainly the staff at Ibis. These same letters have to be written again and again. This is time consuming and is a major disadvantage to Ibis Hotel.

## The solution

These problems can easily be changed with the use of computers. Many advantages are available in using a computer. The following points mention some advantages of using a computer instead of using manual systems:

- Data can be organised quickly and efficiently.
- Errors can easily be traced and also changed.
- Information can easily be transferred from one person to another, for example: by e-mail.
- Copies of the reports or documents can be easily made.
- Waste of time can be congested.
- Using database by inserting data can make life much easier.
- If you are looking for a specific name or subject it can easily be located by using database.
- Database is a lot easier than a pen and paper because it is much easier, neater, time consuming and errors can be corrected with ease.
- Database allows the use of a password encryption, which means only authorised users with the database password can access files.
- Validation checks are carried out automatically by the database.

## The software that will be used

While doing this course I will need many software packages to transcribe all of the data on the computer. The software that is mainly going to be used by me is word processing program because this is the only software or program that will seizure and organise the data.

In this coursework, I have chosen to use word processing program as word processing is highly known for its good use of password protection for the word documents to be prevented from intrusion of files by unauthorized users.

A Word processor is the correct tool for creating letters. It allows the text to be typed in and edited very easily. Fonts can be changed and the spelling can also be checked. Word processors normally allows 'mail merging', where some constant text can be mixed with varying data and printed as a merged document. This would be ideal for a 'mail shot', because as a single letter with the guest's details to make the letter more personal.

Microsoft Word is a very friendly graphical user interface, it is very quick and simple to use.

The new system must be:

- Fast and accurate
- Not labour intensive

- Cheap to implement
- Simple to use (since most of the staff at Ibis do not have IT training)
- Give the ability to link to other branches of Ibis Hotel.
- Be able to increase the level of customer service.
- Reliable.

Qualitatively the new system must be able to:

- Handle a large amount of data that will include information about staff that work at Ibis, customers that visit Ibis and rooms that are in the Ibis.
- At least ten times more the speed of typing a standardised letter on a typewriter.

## Why have I chosen MS Word to work with during this coursework?

MS Word is one of the most powerful family members of MS Office. Up to now it is one of the best word processing programs in the world. It has the following features:

- Easy to use.
- Too many options in the sections of tools, menu bar and features like mail merge, macro and so on.
- Data can be imported from MS Access.

## Mail merge

You can use the Mail Merge Helper to create form letters; mailing labels, envelopes, or catalogues. The Mail Merge Helper guides you through organizing the address data, merging it into a generic document, and printing the resulting personalized documents.

Open or create a main document, which contains the generic information that you want to repeat in each form letter, mailing label, envelope, or catalogue.

Open or create a data source, which contains the data that varies in the merged documents — for example, the name and address of each recipient of a form letter. The data source can be an existing spreadsheet, database, or text file, or a Word table that you create by using the Mail Merge Helper.

In the main document, insert merge fields, which are placeholders that tell Microsoft Word where to insert data from the data source.

Merge data from the data source into the main document. Each row (or record) in the data source produces an individual form letter, mailing label, envelope, or catalogue item. You can send the merged documents directly to a printer, or to e-mail addresses or fax numbers. Or you can collect the merged documents into a new document so you can review and print them later.

You can use just about any type of data source that you want, including a Word table, Microsoft Outlook contact list, Excel worksheet, Microsoft Access database, or ASCII text file. If you haven't already stored information in a data source, Word

guides you step by step through setting up a Word table that contains your names, addresses, and other data. Learn about mail-merge data sources.

### Other software's needed

- Microsoft Access is needed as a source of data for mail merging and Microsoft Office feature, Clip art manager.
- Microsoft Internet Explorer is also being required, as I needed to send letters or documents through email account and needed to send emails to the manager.

Microsoft Access will be needed, as this will have my made database form the previous coursework. Databases are a very strong and full-bodied processor. It is long lasting and the most important feature is that it can be used worldwide. So if Ibis Hotel in future has a wide range of Hotel around the world, it can be very easy for only employees of the Ibis Hotel to access this account.

### Hardware required.

In this assignment I needed essential computer equipment. The following mentions all the equipments that was needed during this assignment:

- **CPU:** The central processing unit is the heart of the PC it processes all of the data, this piece of hardware does not just function when you are using Microsoft database it functions when ever you are using an application. It comprises of:
  - The arithmetic logic unit (ALU). This is responsible for carrying out calculations.
  - Immediate access store. This is a storage device.
  - Control unit. This co-ordinates and orientates the CPU.
- **Keyboard:** This was required because this is a piece of hardware, which allows you to type in characteristics into many programs, such as: Microsoft Access, Microsoft Word, etc.
- **Monitor:** This is the main display unit, which shows the Windows operating interface.
- **Printer:** I used the printer to print examples of what the output will look like. By printing out the output I could also show the manager of Ibis and see if he was impressed or not.
- **3½-inch floppy disk drive:** This was used so I could make back ups of my data and prevent for the data getting lost.
- **Modem:** I used my modem to send the manager of Ibis the files via Internet.
- **Mouse:** This is essential in using the computer not just for programs, but it is your main accessibility option it represents a cursor on the monitor, which you control. In my task I needed to first start up Microsoft Access, using a keyboard can do this, but it is far easier by using a mouse. I also used the mouse constantly whilst using the database program.
- **Hard drive:** all the information is stored into the hard drive. When you switch on the computer all the necessary information comes from hard drive. It is good to use higher capacity hard drive, because today's much software are

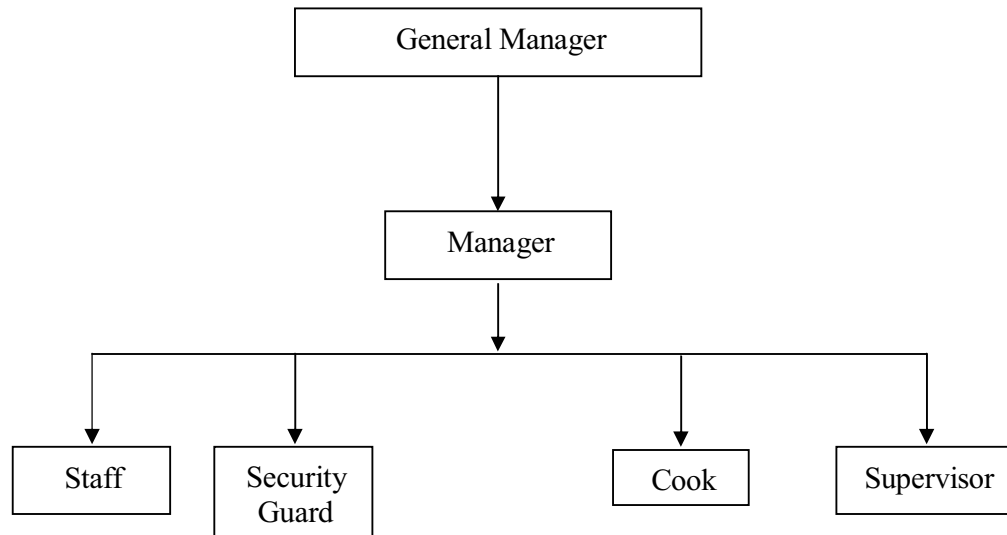
more than one giga bytes. The standard hard drive capacity is 20-60 Giga bytes.

- *CD-ROM*: now a day, all computers set come with CD ROMS. It is portable and convenient for uses.

CPU should be running at least 500mhz. At least a Pentium (II) Processor should be used. And plenty of memory, the starting memory specification of memory will be 128 megabytes, RAM and 30 gigabyte memory hard disk.

### Staff Hierarchical Chart

A general manager manages the hotel. There are 3 managers also in the hotel. Under each manager, there are also few staffs. We can show the staff hierarchy of the hotel in the following way:





## Analysis

Analysis is the second basic step of structure development.

### Gathering information

I collected huge information from the Ibis Hotel in order to develop a database program. I used the following three techniques to collect data:

- Observation: I visited the hotel for three days and discussed matters to the general manager and the staff of the hotel.
- Document searching: There are few leaflets in the hotel. I collected them to go through. I hope these are very useful to know the hotel, service and staff.
- Interview and questionnaires: I asked several questions to the staff of the hotel regarding their job, they're all happy to the charge, as the hotel will be computerized. By the interview I asked the following questionnaires:
  - a. Are you happy with your job?
  - b. Is the present system secure?
  - c. If the hotel has been computerized, would you benefit?
  - d. Would you like to learn how to use a computer?
  - e. After computerization, is there any chance to lose any jobs?
  - f. How many computers do you need?
  - g. Is the present job boring?
  - h. At present, in the business is there any backup facilities?
  - i. Is the hotel providing good services?
  - j. At present how do you write a letter to any customer?
  - k. Which system can be more favourable manual or computerised?
  - l. How many letters do you type per day?
  - m. How many complaints do you get per day on an average?

### Where will the data come from and how the collected data will be used?

The data that I will need will come from the previous created database I have made in the previous Spreadsheet Coursework. For example: Personal File, Staff File, etc.

I have been supplied with a template letter, which has to be typed up on the computer, which will be issued to the employees of Ibis Hotel to inform them of any concern. This letter will be typed up on Microsoft Word.

The typed template letter will be combined with the data in the database files I have made on the Ibis Hotel. This would produce multiple personalised documents.

Since Mr Singh has already supplied a letter, this only needs to be typed in. The past guest's details can also be collected from the guest table, after selecting the fields that need to be selected.

I am on tenterhooks that the output produced by the word processor will be a personalised letter and also a set of laser printed address labels that can be easily wedged onto envelopes as needed. The letter will contain the title, forename and surname of the guest while the labels will contain the address and the postcode of the guest that is staying at the Ibis Hotel. These details may come from two very responsible places, i.e.: the database that was made in the previous coursework that I had made for the Ibis Hotel or the guest book as I mentioned in the above paragraph.

### Cost investigation.

Ibis Hotel does not currently have a computer system established within its offices. So a computer system will have to be purchased. The range of the computer that is to be brought will be Pentium 3 and the CPU speed would be at least 1GHz. This will cost around about from £800 - £1000. The staff would also have to be trained this would raise the expenses. A single computer would be required for the moment, however more computers could be purchased and wired up into a network.

### The data collection forms

Data collection forms have been created; they will be used to gather information from employees about themselves for the database, which will be created. The following pages show the data collection forms that will be used:

#### Staffs file.

##### IBIS HOTEL – QUESTIONNAIRE (Staff only)

Please fill the data collection form below. The information will be entered in the creation of the computerised database.

Employee number	_____
Job title	_____
Department work in	_____
When started working in Ibis	_____
Job grade	_____
Annual salary	_____
Working hours	_____
Sick days taken	_____
National insurance number	_____
Number of holiday's taken	_____
Holidays entitled to	_____

### Guests file.

#### IBIS HOTEL – QUESTIONNAIRE (Guest only)

Please fill the data collection form below. The information will be entered in the creation of the computerised database.

ID number	_____
Forename	_____
Surname	_____
Date of birth	_____/_____/_____
Address	_____
Postcode	_____
Home phone number	_____
Mobile number	_____
Arrival Date	_____
Departure date	_____
Next of Kin	_____
Emergency contact number	_____
Room number occupied (to be completed by the receptionist)	_____

### Bookings file.

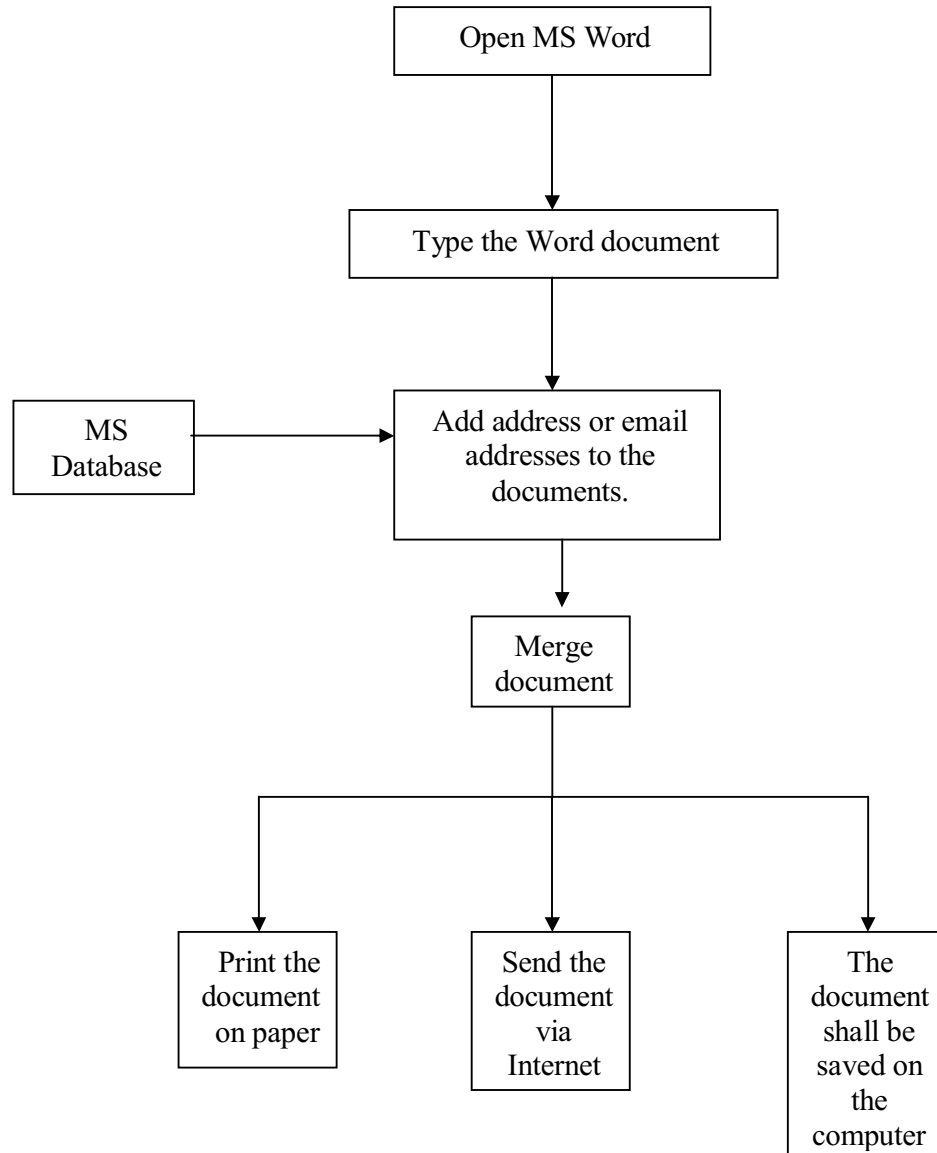
#### IBIS HOTEL – QUESTIONNAIRE (Receptionist only)

Please fill the data collection form below. The information will be entered in the creation of the computerised database.

ID Number	_____
First name	_____
Surname	_____
Address	_____
Telephone	_____
Mobile number	_____
Date of Birth	_____/_____/_____
Room number occupied	_____
Date of reservation	_____
End date of reservation	_____
Date of arrival	_____

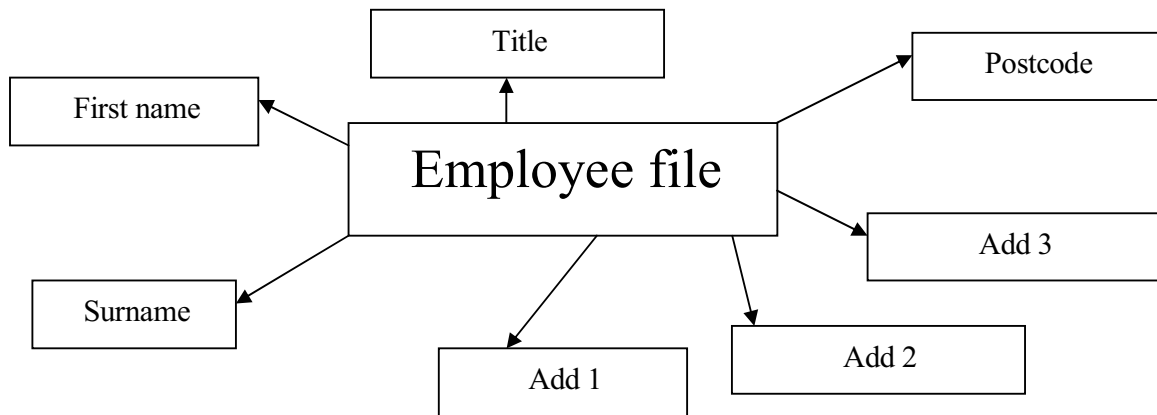
## Data flow chart

I have created a flow chart that describes how the program shall be used. It basically shows the overall tasks that I shall be doing during this coursework. This has been shown below:



## Spider diagram

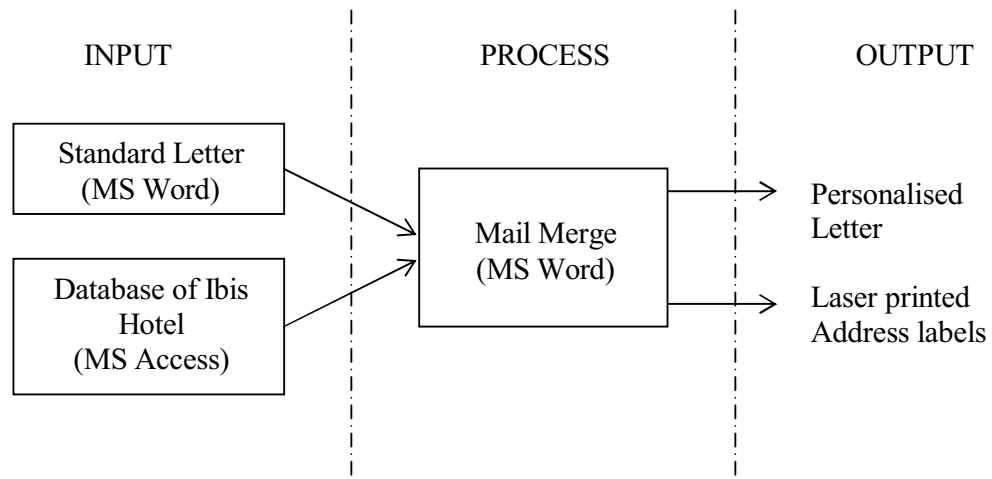
For the letter, I will use MS Access as database for Employee details. Now I am showing the employee file as a spider diagram:



## Design

### A system design

A system diagram of the Mail merge is shown below:



### Database structure

I have designed a database structure that I shall be used later during this coursework. This has been represented below:

Field names	Field types	Field lengths	Description
Employee no.	Number	Integer	Employee number
Title	Text	4	Title can be MRS, Miss, Ms or Mr.
Forename	Text	15	Forename
Surname	Text	15	Surname
Add 1	Text	50	Address
Add 2	Text	50	Address
Add 3	Text	50	Address
Pc	Text	50	Postcode
Home ph no.	Text	15	Home phone number

The above field names shall be used during the making of this coursework. These will mainly be used whilst mail merging a document. The data shall be gathered from my previous database that I have made for Ibis Hotel.

### The layout of the letter

I have shown the standard letter that will be used for all past, present and future guest of the Ibis Hotel. This will be typed into Microsoft Word, but it will be customized to insert the mail merge fields.

The document will be typed on computer by hand so it would be easier to know where the modifications should be taken into consideration.

The words shown between <<and>> brackets can represent the mail merge fields. For example: <<Forename>> in which the guest's first name will be entered. The letter will also include <<Date>>, which will be an automated field, and the field will robotically insert the present date of that day into the document and this will have nothing to do with mail merge.

Normally of all the letters at the top right hand corner the address and telephone number is in attendance, Ibis Hotel will be no exception and the address and telephone number will shown on the side of the page. The following fields shall be present <<Add1>>, <<Add2>> and <<Postcode>>. These fields will stand for the first and second line of the address and the postcode. After that the <<Date>> field will be shown. Following below the date, the <<Title>>, <<Forename>>, <<Surname>>, will be shown. The rest of the letter will not have any fields.

This has been shown on the next page:



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

<<Add1>>

<<Add2>>

<<Add3>>

<<Date>>

Dear <<Title>><<Forename>><<Surname>>

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager

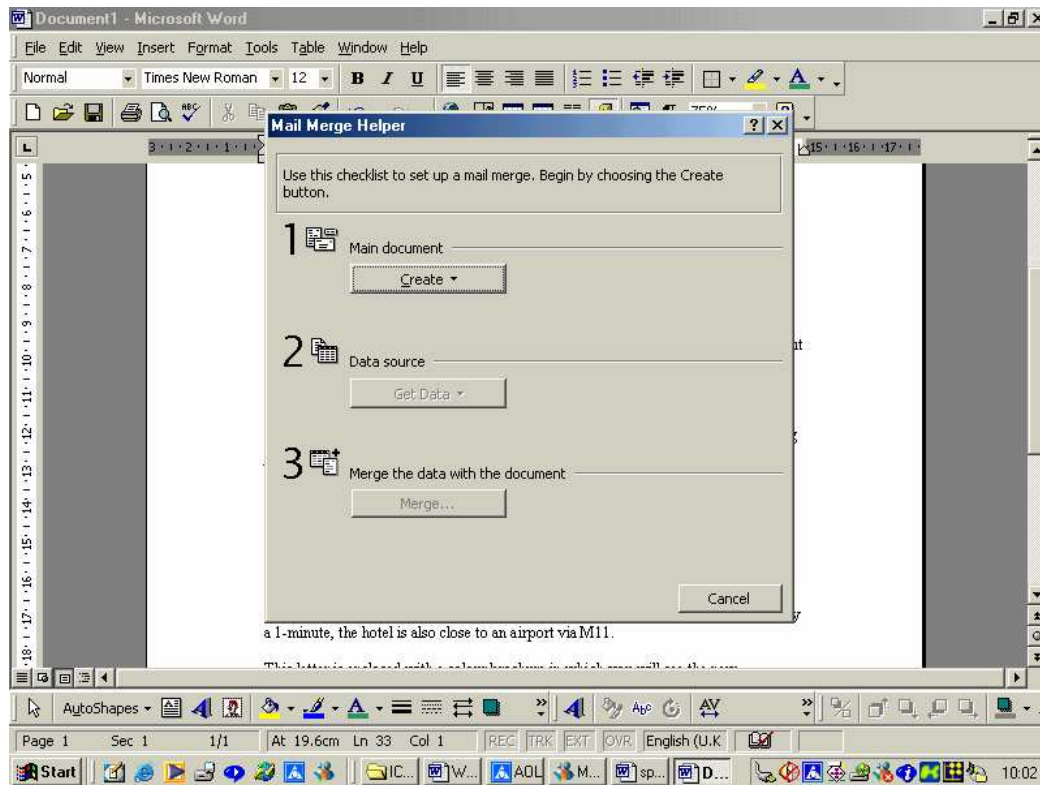


## Implementation and testing

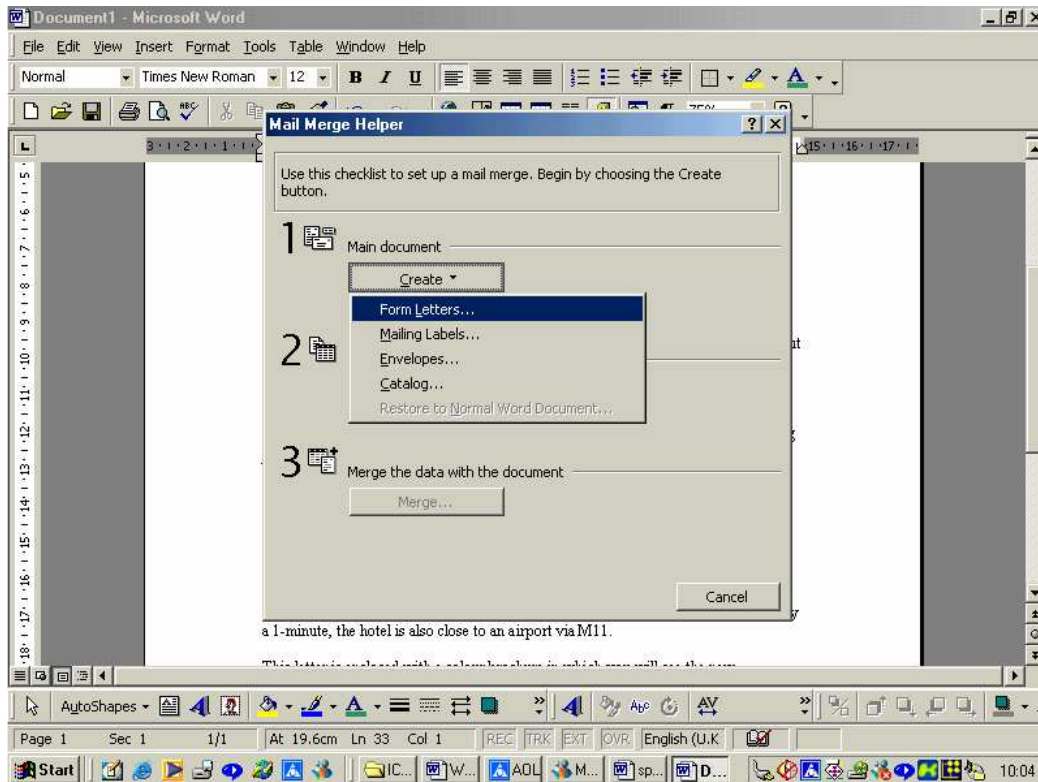
### The usage of Mail merge to create the Standard Letter

At first I had to create the given template of the letter on computer. I basically typed up the hand written document that was given to me, by Mr Singh (Manager), on Microsoft Word.

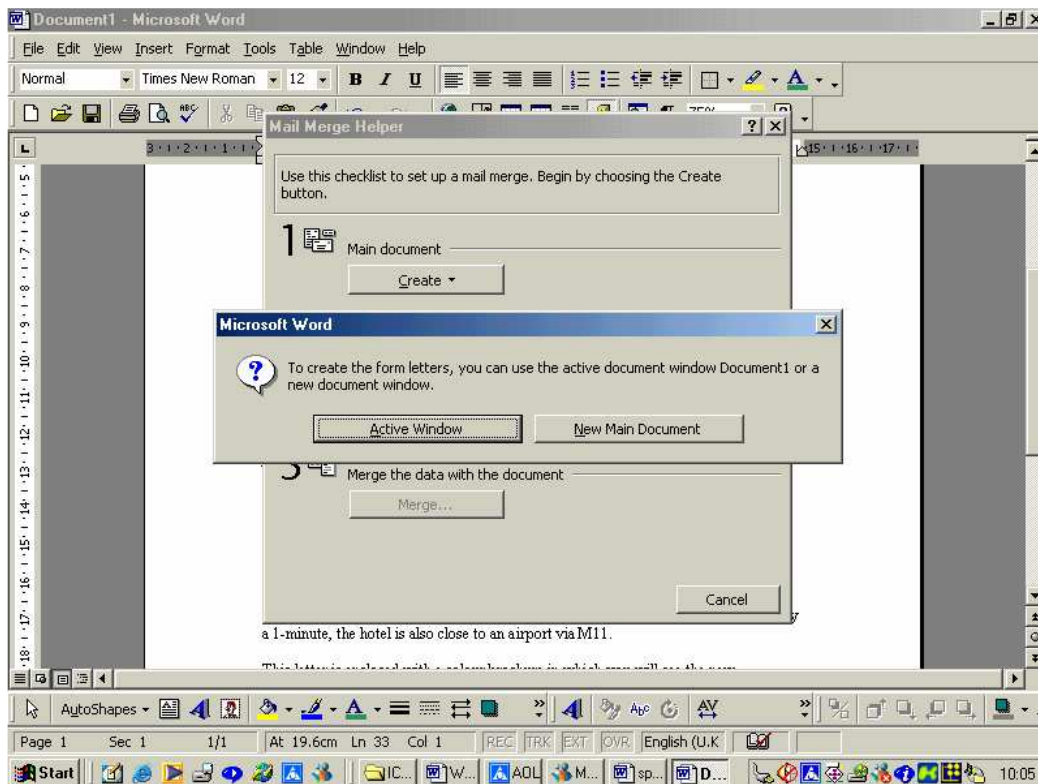
After loading the standard letter, I then started the mail merge by clicking on the mail merge tool in the tools section. The below window appeared:



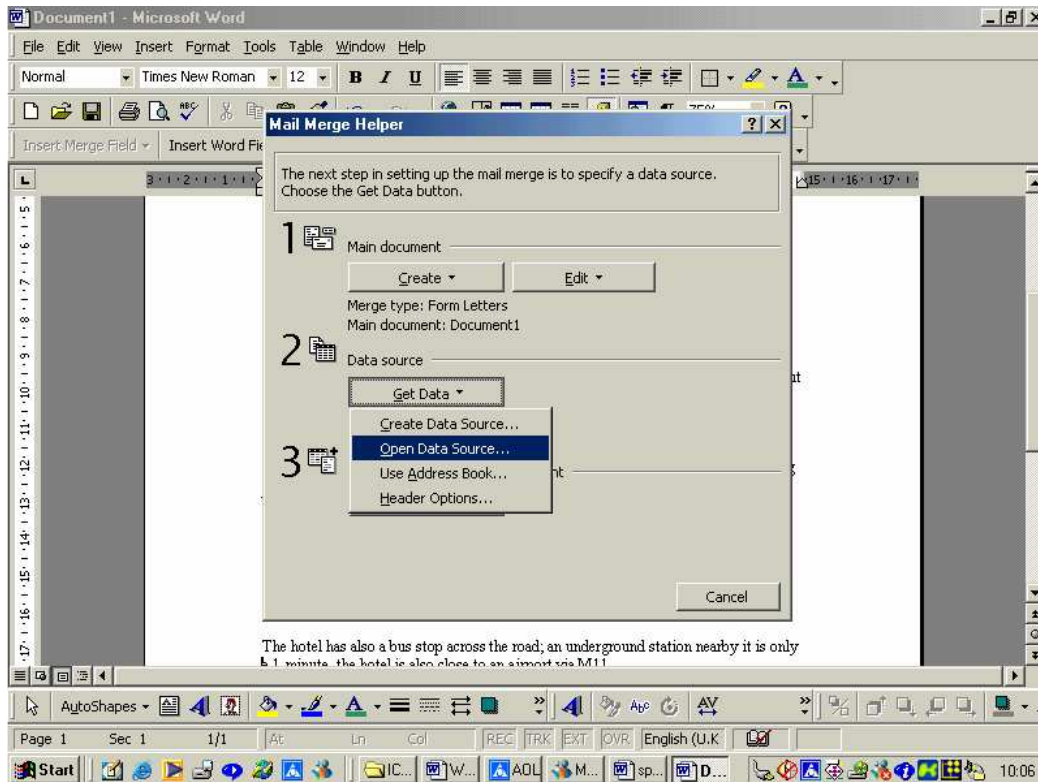
I clicked on the Create button of the mail merge helper and a menu came into view:



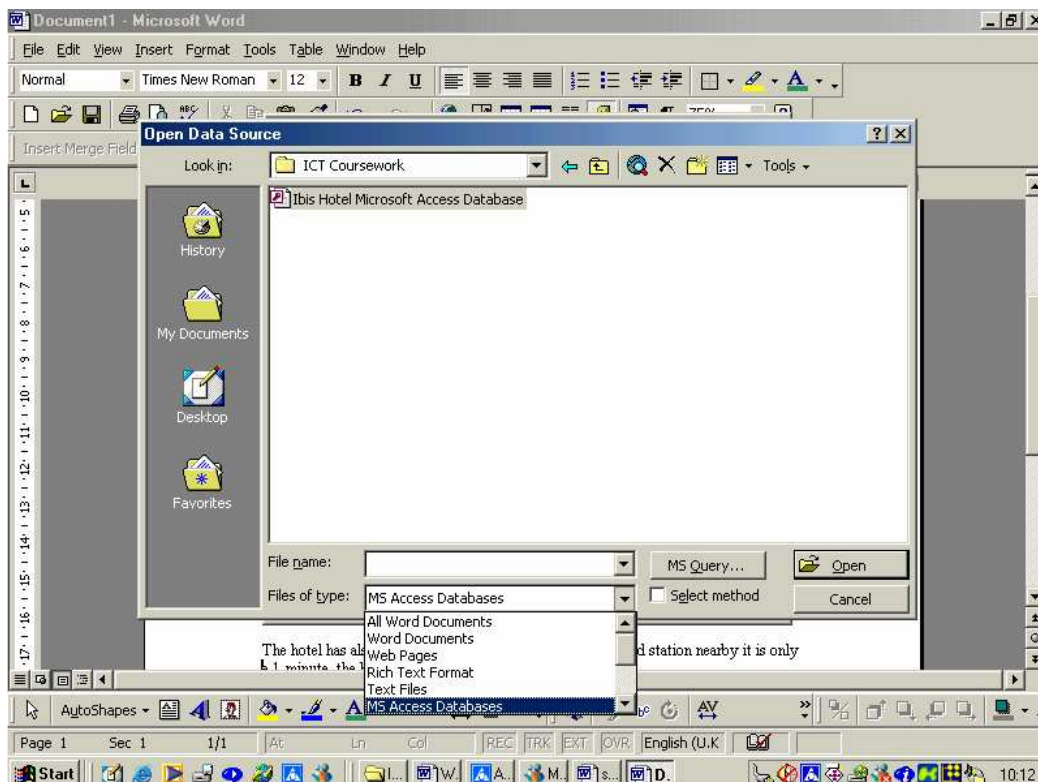
I then clicked on Form Letters. After clicking the following window appeared:



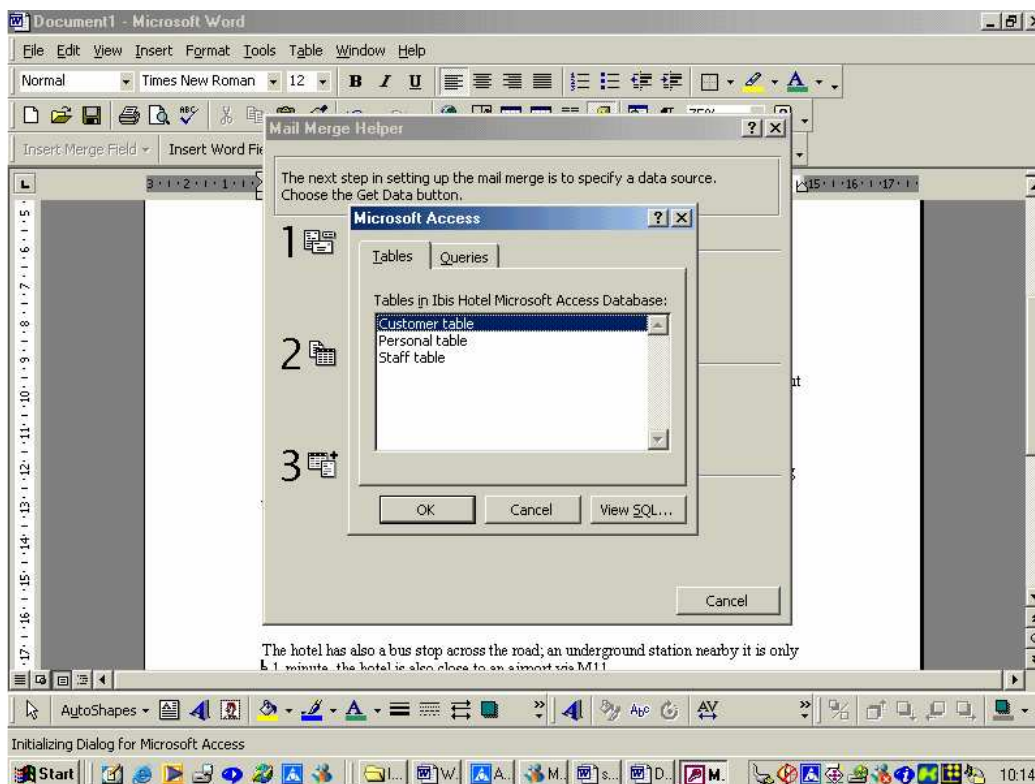
I then clicked the Active Window (to select the Standard Letter)



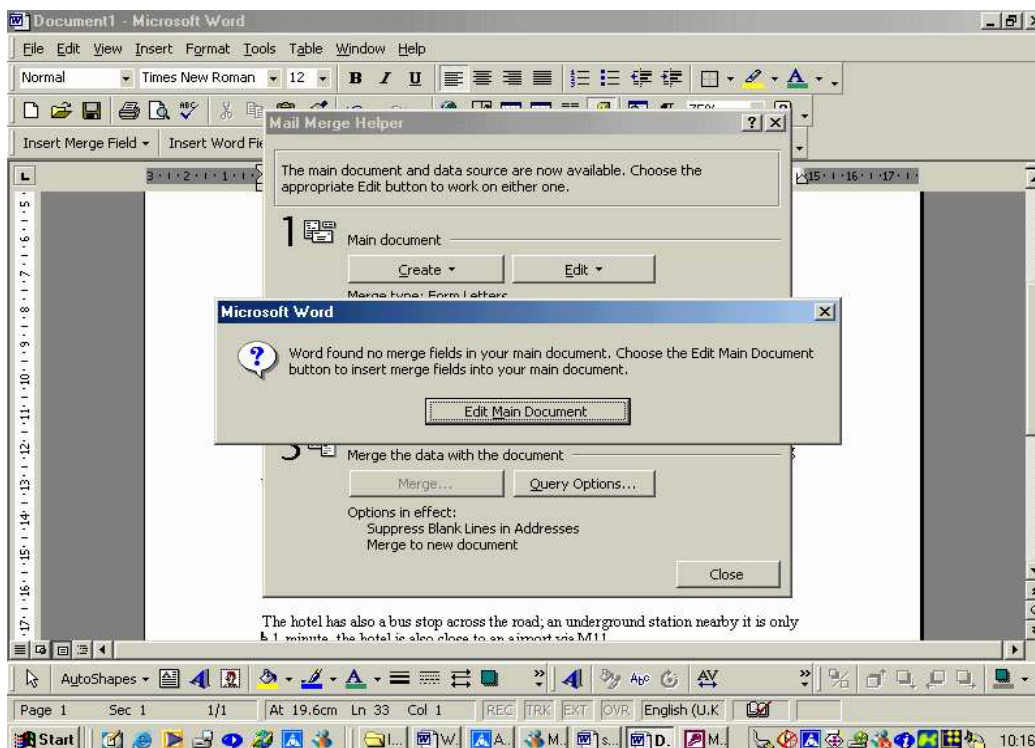
Now the above window appeared to my sight I clicked on Open Data Source. The following window that opened required me to choose the sources, which in this case is the *Ibis Hotel Microsoft Access Database*.



Next I was asked which table in the database I wanted, so I selected the Customer file:

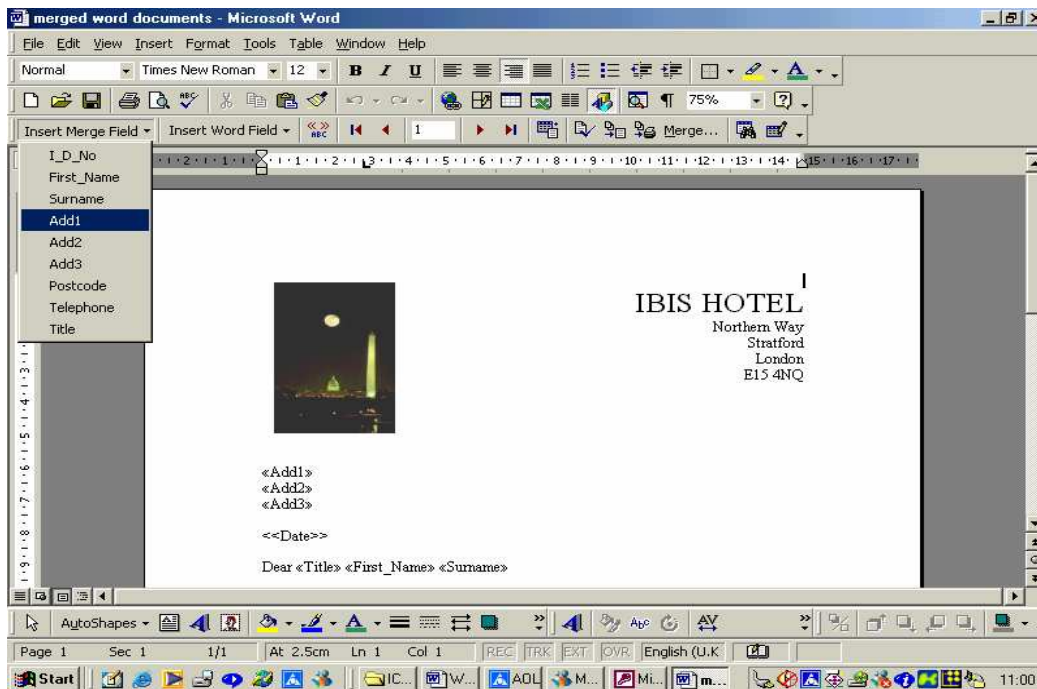


I then was prompted to insert merge fields into my standard letter by the following window:

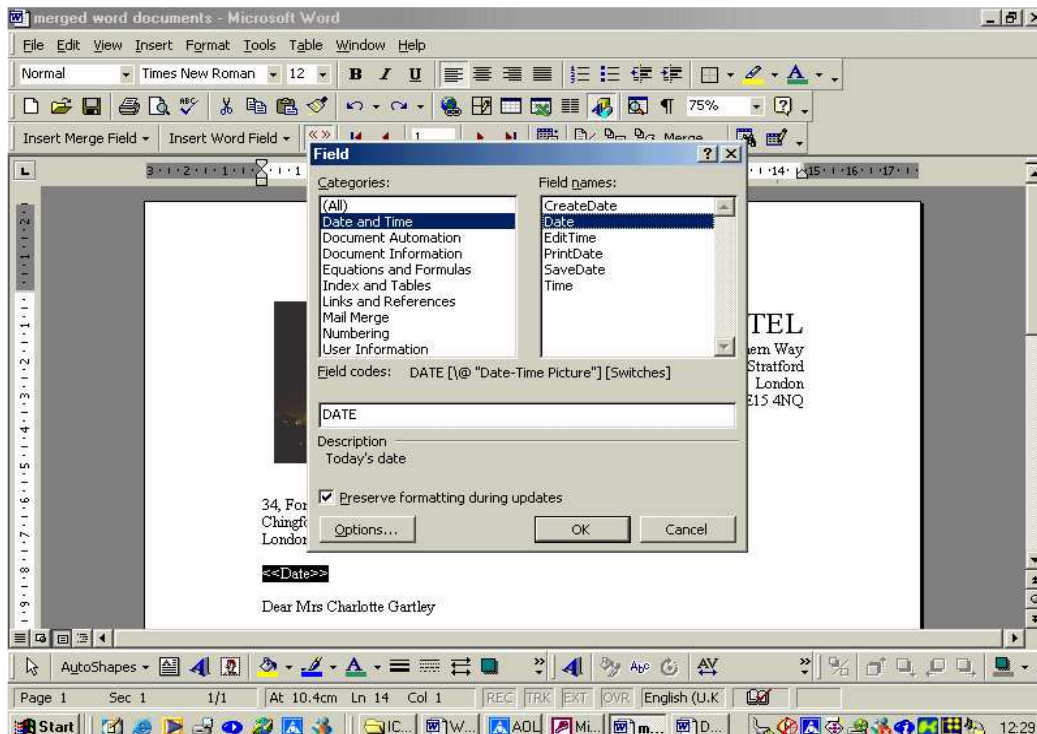




I then clicked on the *Edit Main Document*, and then clicked *Insert Merge Fields*. I then wanted to insert. I have done this as shown below:

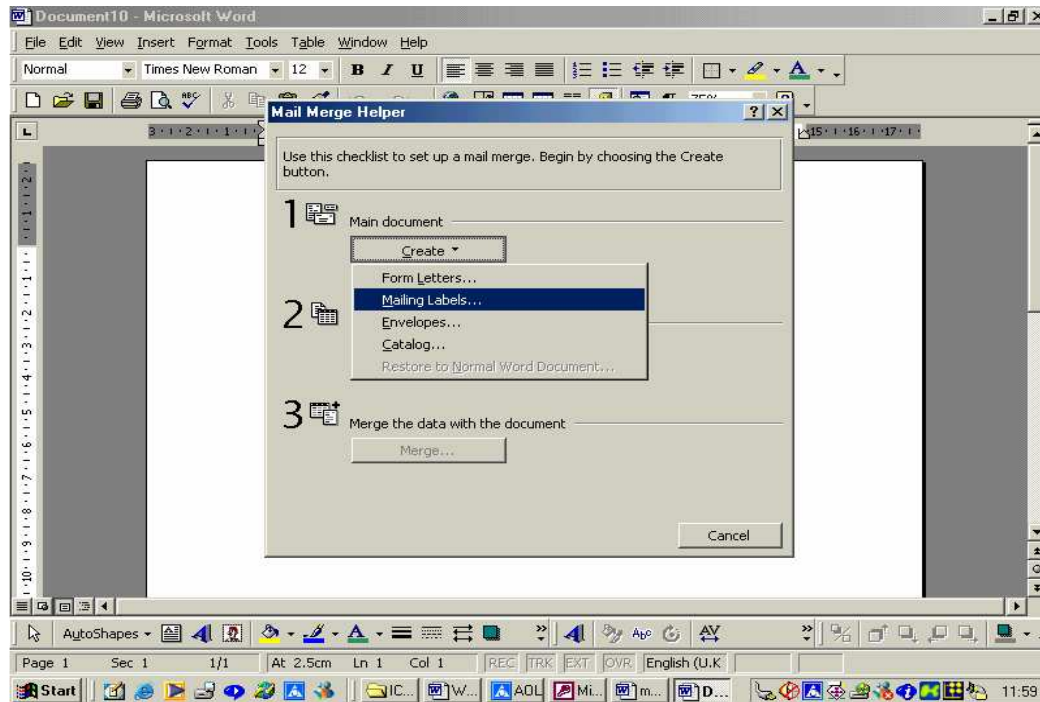


I then wanted to insert a date field. I then clicked on *insert* form the main menu and then clicked on *field*. A new window emerged on my screen; in the window I was asked to select what type of date I would require on the standard letter. After choosing the date I clicked on *OK*.

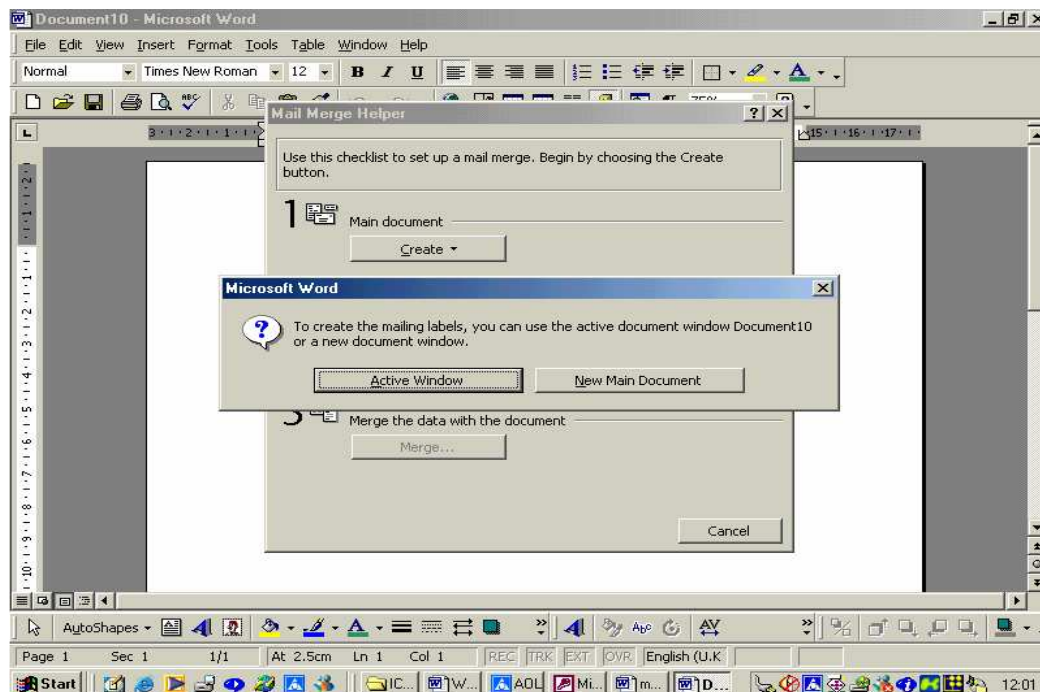


## The usage of Mail merge to create the printed address labels

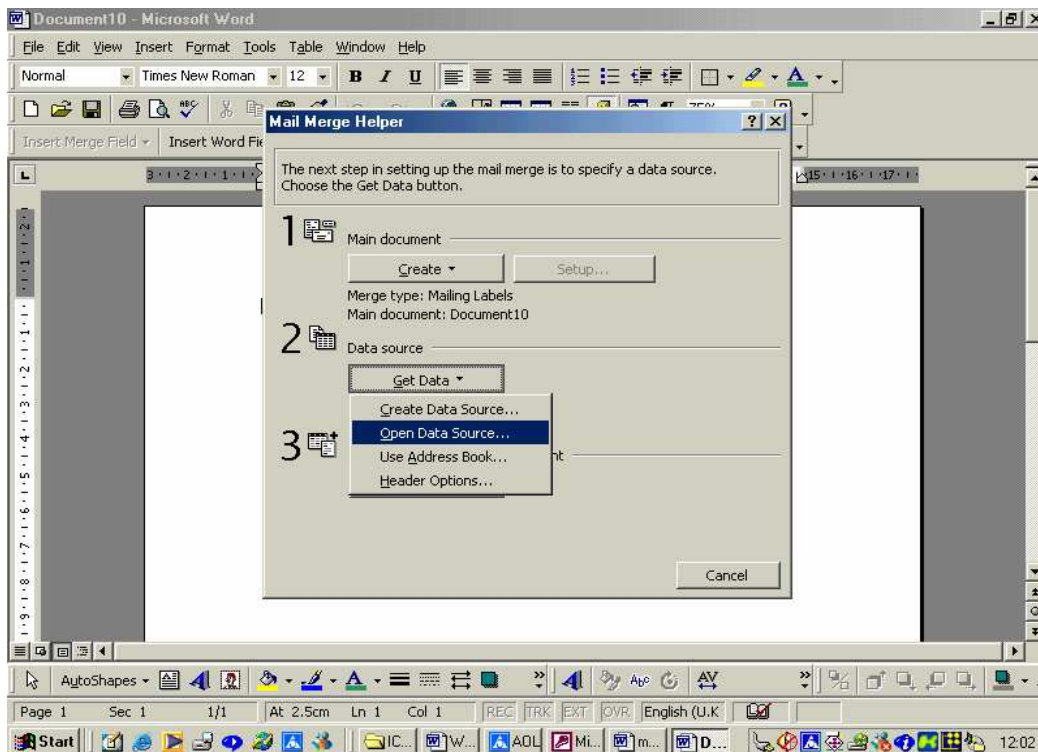
To create the comparable process is followed to creating address labels. The following steps were taken into consideration:



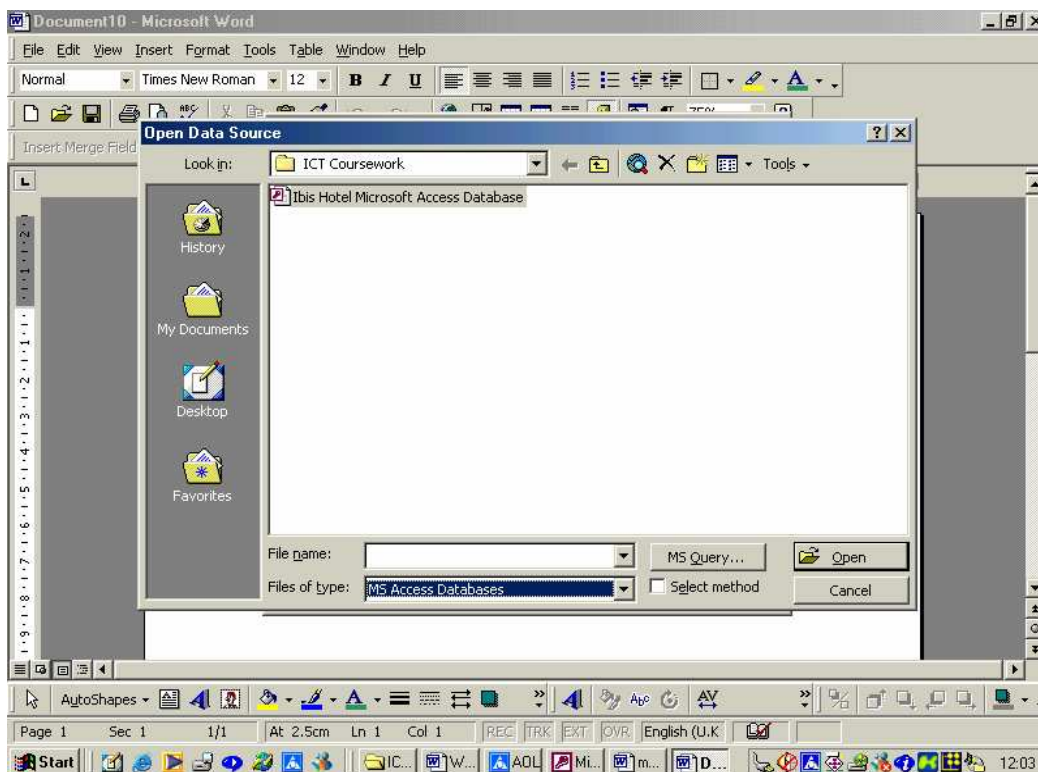
I took the same procedure and liked on create but this time I did not click on the form letter button, I clicked on the mailing labels button. After clicking on the mailing labels button, the following window appeared:



I now clicked on the active window button and the process was taken into further consideration:

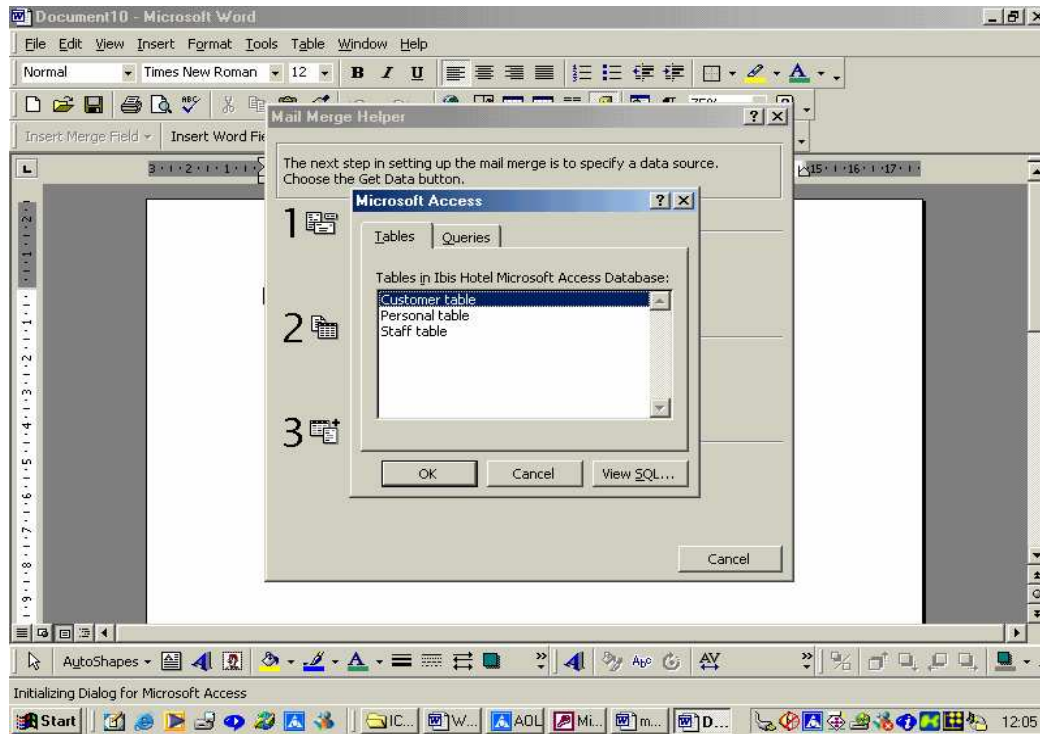


I now had to receive the data form the same file I got the data for the standard letter:

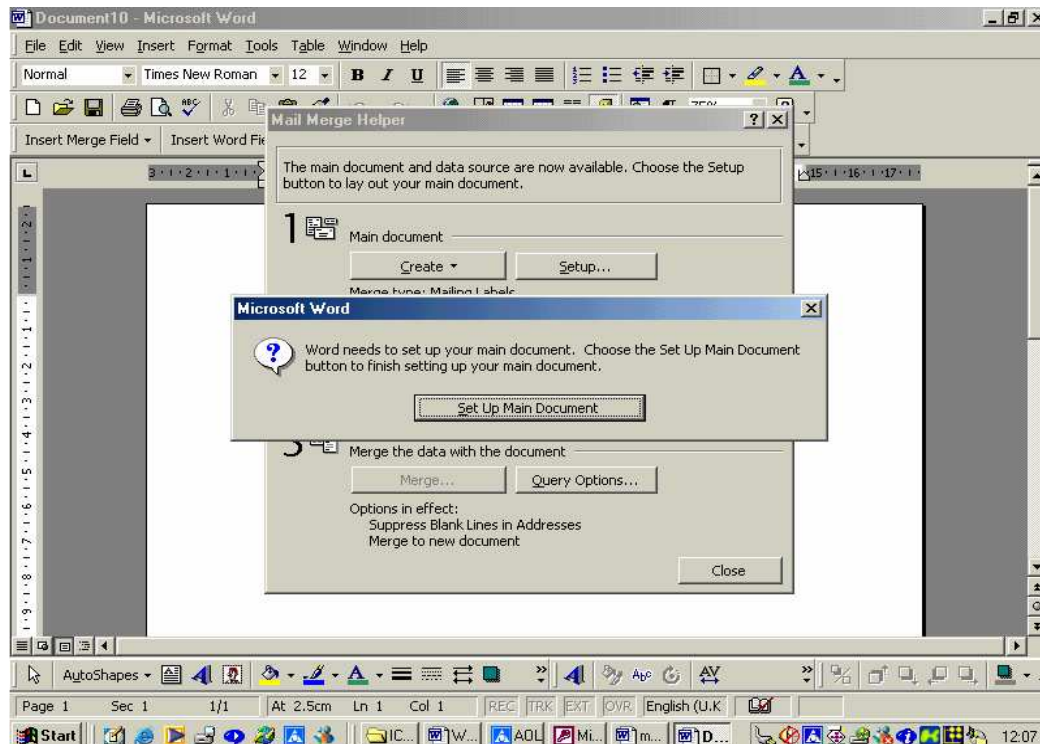




By clicking on the *Ibis Hotel Microsoft Access Database* and then clicking on *Open*. The following window appeared:

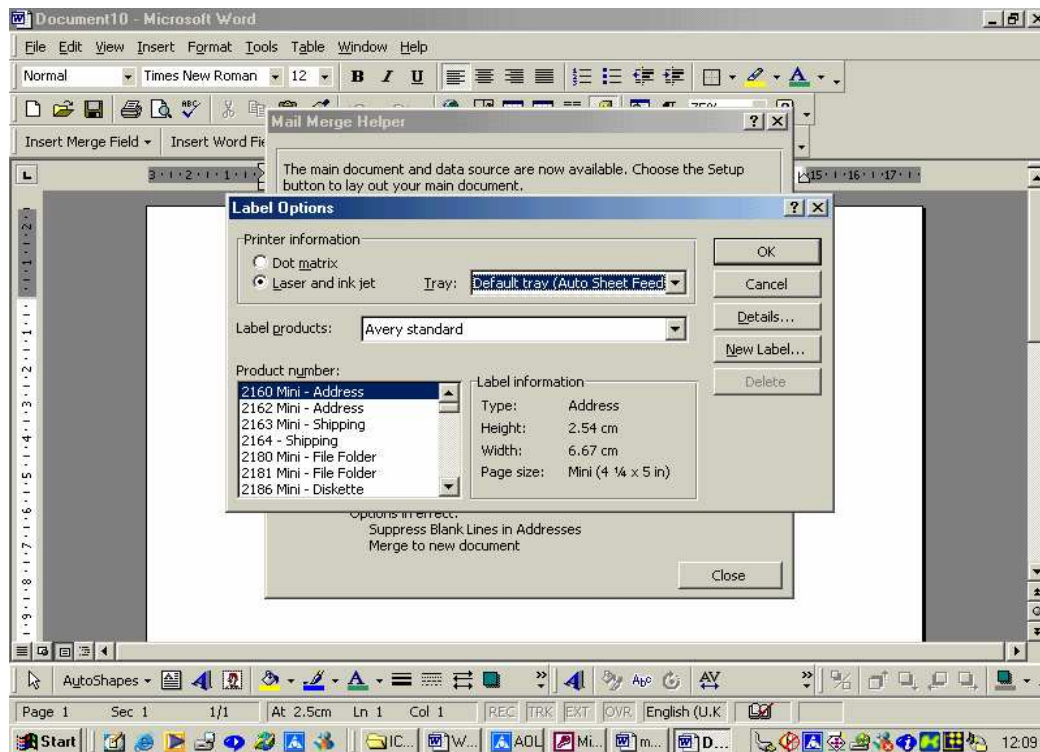


This above window asked me to choose which table or query to use for varying data. I selected the customer file and then clicked on *OK*.

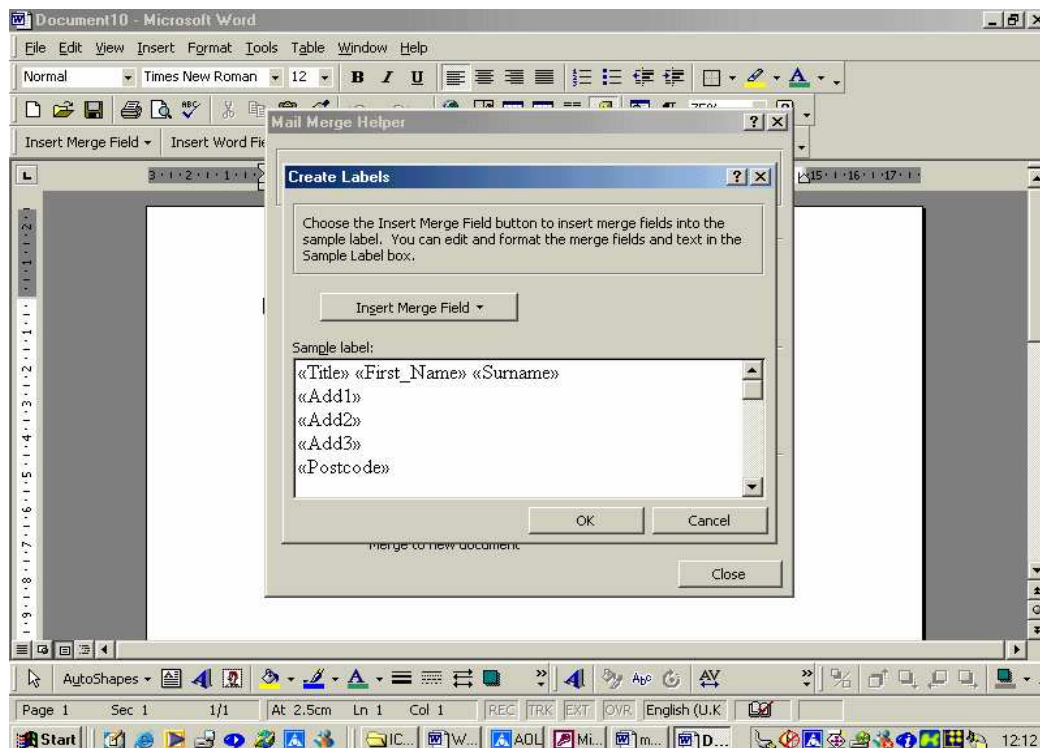




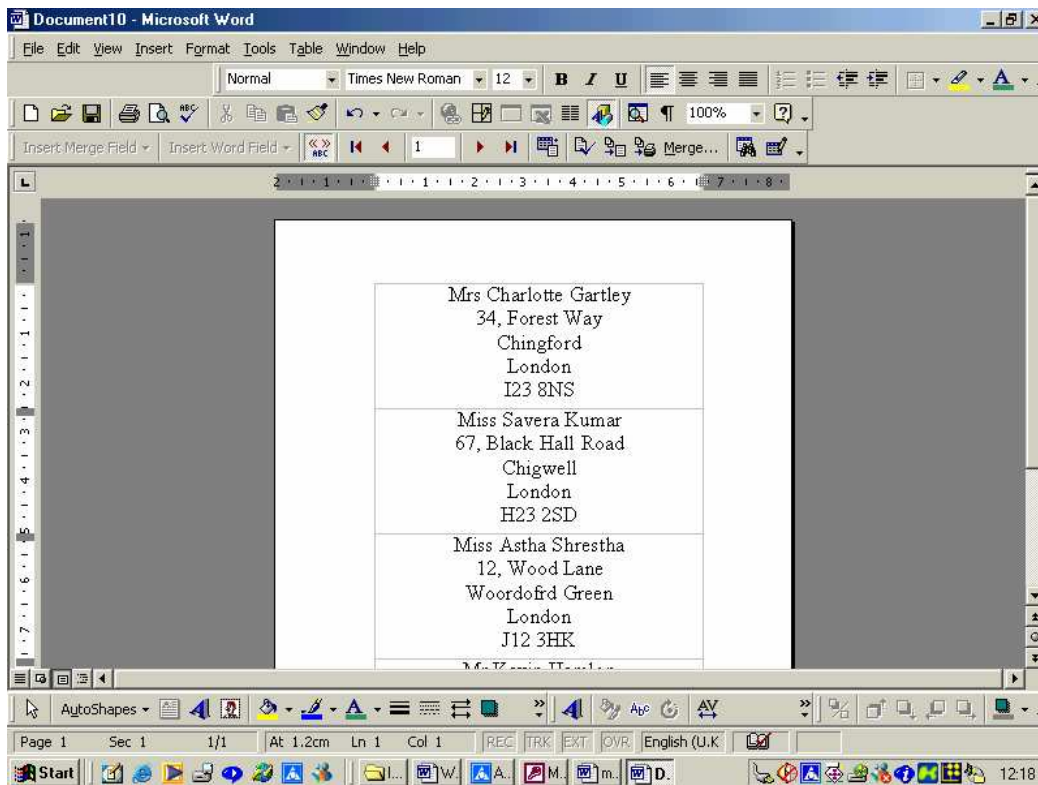
A notice then appeared on my screen requesting me to set up the main document. I clicked on this and the following window appeared.



This window opened with the heading label options. I then choose the labels size that was appropriate.



Now I was asked to insert the merge fields for the address, which are shown on the previous page. I then clicked on *OK*.

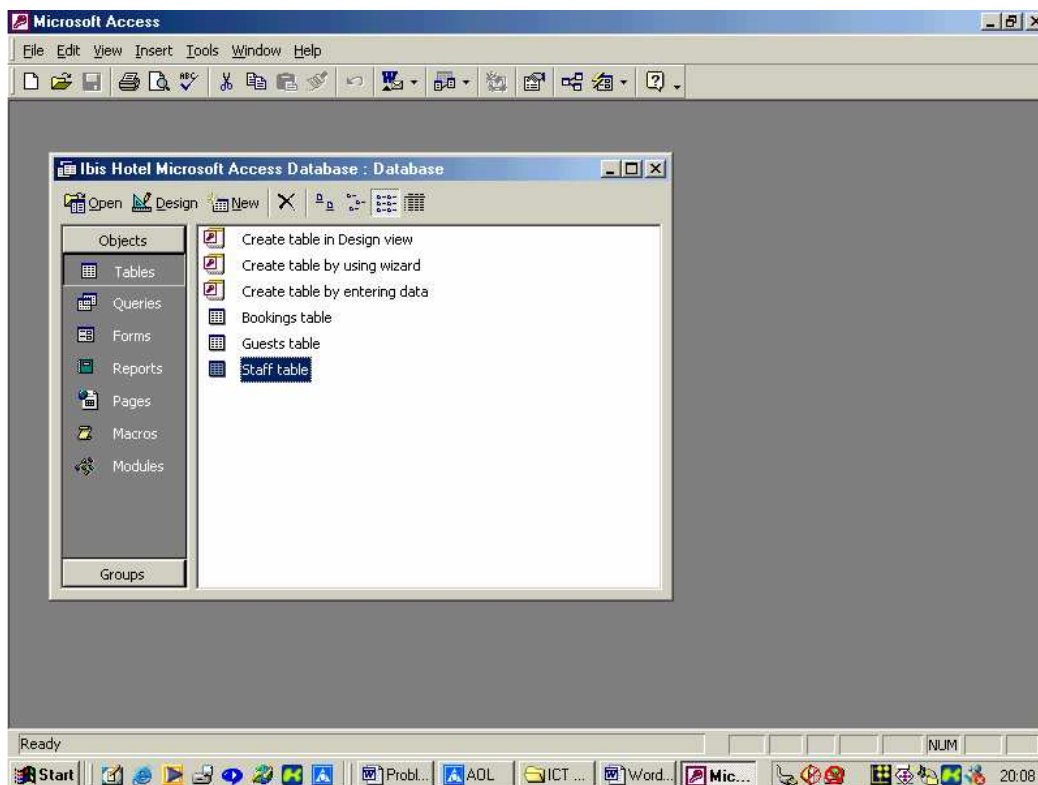


Now the printed address labels were made and it is shown on the screen shot above.

These printed labels that were made can be edited and deleted if it needs altering in future, if any changes occur in the Ibis Hotel. Information can also be added to these printed labels. The whole process does not have to be taken into consideration again if any of the points have to be done. By going to 'label options' any of the three (add, edit or delete) can be done very easily and is not time consuming at all.

I have shown on the next few pages how to add or edit a new set of data into the database, so if any changes do occur in the future then it can easily be changed:

At first the database that I have previously made on Ibis Hotel is opened. Now the file that the data has to be changed in will be selected. For instance if the data had to be changed and the data was present in the 'Staff Table' I shall select the file.



Say for instance that I wanted to change employees number 7's name and full details as the employee is now not working in Ibis Hotel anymore. I shall edit the row and retype the replacement employee. I have shown this below:

This was the old database that has to be edited:

Microsoft Access - [Staff table : Table]

File Edit View Insert Format Records Tools Window Help

Workign Hr Arial 10 B I U

Employee no	Job title	Depart	Start Ibis	Job Grade	An Salary	Workign Hr	Nat_Ins_No	Days sick	No I
1	Manager	Managerial D	03/09/1994	1	16800	3	324344BD3	21	
2	Director	Marketing D	01/01/1971	2	14800	2	733746HD8	34	
3	Secretary	Secretarial D	09/08/1998	4	10000	4	223234MS9	22	
4	Sales assistant	Marketing D	03/04/1970	3	12460	4	2323222KJ2	21	
5	Cleaning	Cleaning D	04/07/1989	2	1600	1	7864223HJ2	12	
6	Researcher	Research D	23/05/1998	6	23400	2	2321323HJ3	23	
7	Engineer	Engineering D	03/02/1990	3	21342	4	2343334JH2	20	
8	Secretary	Secretarial D	23/06/1997	3	13000	2	2348738JH8	23	
9	Director	Marketing D	06/07/1976	2	14800	4	2341243KJ3	23	
10	Cleaning	Cleaning D	07/03/1945	1	11000	2	2321434KJ2	23	
11	Engineer	Engineering D	03/04/1997	2	12000	3	2324434KJ1	23	
12	Director	Marketing D	09/05/1976	2	15000	6	2434345KL4	42	
13	Cleaning	Cleaning D	09/04/1956	2	11000	2	1232323KJ2	12	
14	Researcher	Research D	23/07/1989	3	19000	3	3453545KJ3	12	
15	Director	Marketing D	09/08/1987	2	18000	8	4545454HJ3	11	
*	0			0	0	0		0	

Record: 7 of 15

Working hours

Start

Now I shave shown the edited database below:

Microsoft Access - [Staff table : Table]

File Edit View Insert Format Records Tools Window Help

Job Grade Arial 10 B I U

Employee no	Job title	Depart	Start Ibis	Job Grade	An Salary	Workign Hr	Nat_Ins_No	Days sick	No I
1	Manager	Managerial D	03/09/1994	1	16800	3	324344BD3	21	
2	Director	Marketing D	01/01/1971	2	14800	2	733746HD8	34	
3	Secretary	Secretarial D	09/08/1998	4	10000	4	223234MS9	22	
4	Sales assistant	Marketing D	03/04/1970	3	12460	4	2323222KJ2	21	
5	Cleaning	Cleaning D	04/07/1989	2	1600	1	7864223HJ2	12	
6	Researcher	Research D	23/05/1998	6	23400	2	2321323HJ3	23	
7	Engineer	Engineering D	03/02/1987	1	21342	3	2343334JH2	20	
8	Secretary	Secretarial D	23/06/1997	3	13000	2	2348738JH8	23	
9	Director	Marketing D	06/07/1976	2	14800	4	2341243KJ3	23	
10	Cleaning	Cleaning D	07/03/1945	1	11000	2	2321434KJ2	23	
11	Engineer	Engineering D	03/04/1997	2	12000	3	2324434KJ1	23	
12	Director	Marketing D	09/05/1976	2	15000	6	2434345KL4	42	
13	Cleaning	Cleaning D	09/04/1956	2	11000	2	1232323KJ2	12	
14	Researcher	Research D	23/07/1989	3	19000	3	3453545KJ3	12	
15	Director	Marketing D	09/08/1987	2	18000	8	4545454HJ3	11	
*	0			0	0	0		0	

Record: 10 of 15

Job grade

Start

It can be seen that the Starting date at Ibis Hotel has changed. The database is then saved and this data will automatically be used in the mail merged word-processed documents.

On the next few pages are the print outputs after the mail merge was used. First few pages are the personalised letters and the next are the printed address labels:



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

34, Forest Way  
Chingford  
London

02/05/2007

Dear Mrs Charlotte Gartley

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager

Anjum Kohli

GSCSE ICT Coursework- Word Processing

30





# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

67, Black Hall Road  
Chigwell  
London

02/05/2007

Dear Miss Savera Kumar

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

12, Wood Lane  
Woordofrd Green  
London

02/05/2007

Dear Miss Astha Shrestha

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout you last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager





# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

78, Barking Road  
Stratford  
London

02/05/2007

Dear Mr Kevin Hamlon

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

89, Lancaster Ave  
Forest Gate  
London

02/05/2007

Dear Mr Smith Paul

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

90, ColisterlineAve  
Harlow  
London

02/05/2007

Dear Mr Phillip Gay

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout you last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

90, Marson Close  
Chigwell  
London

02/05/2007

Dear Miss Anjum Kohli

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

90, Greenpoint  
Manor Park  
London

02/05/2007

Dear Mrs Margret Massey

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout you last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

12, Waterlane  
Docklands  
London

02/05/2007

Dear Miss Reeta Patel

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

89, Green Park Road  
Woordofrd Green  
London

02/05/2007

Dear Ms Juliet Kathleen

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout you last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

89, High Road  
WestHatch  
London

02/05/2007

Dear Mrs Pat Evens

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager





# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

56, Sunshine Rise  
Wanstead  
London

02/05/2007

Dear Mr Roy Evens

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

12, Manor Road  
Woordofrd Green  
London

02/05/2007

Dear Mr James Mitchell

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout you last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

77, Jublee High Way  
Southport  
London

02/05/2007

Dear Mrs Sarah Andre

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout you last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

Yours sincerely

Mr Singh

Manager



# IBIS HOTEL

Northern Way  
Stratford  
London  
E15 4NQ

67, Green Way  
Loughton  
London

02/05/2007

Dear Mrs Ina Kaur

It has been a long period of time since you last stopped over at Ibis Hotel. Throughout your last sojourn, we have taken this precious time into consideration and have had a prospect to enhance the Ibis Hotel. We have improved from the last time you visited and are way above the hotels preceding average standards.

The Hotel has improved on its garden area and also an indoor and outdoor swimming pool has been constructed. If you are feeling sporty there is now a new gymnasium built for our company. We now also have trained professional guide men that could take you around the beautiful sites of Stratford and show you around the most magnificent locations in Stratford.

Nothing else has changed; the homely feeling in the staying at Ibis Hotel is present and will always be in attendance. The food and the food service are first-rate, a wide range of food categories are available at the hotel.

The hotel has also a bus stop across the road; an underground station nearby it is only a 1-minute, the hotel is also close to an airport via M11.

This letter is enclosed with a colour brochure in which you will see the new improvement in Ibis Hotel.

If you have any queries, please do not hesitate to contact me as above.

I look forward to welcoming you back to our hotel soon.

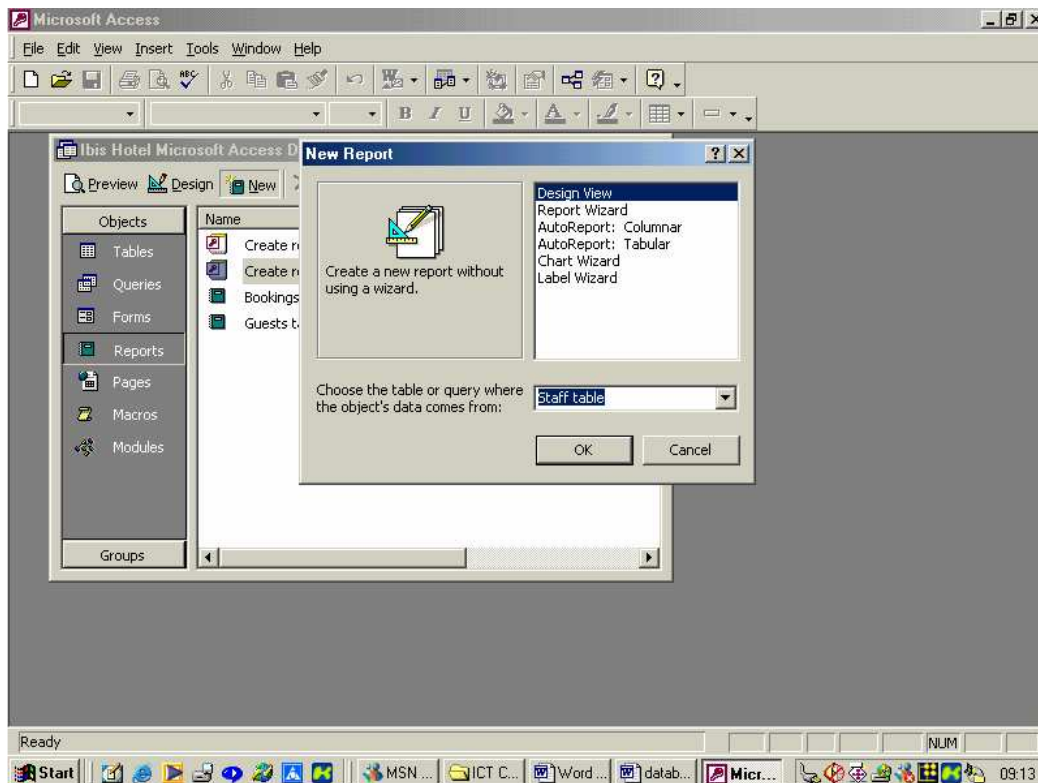
Yours sincerely

Mr Singh

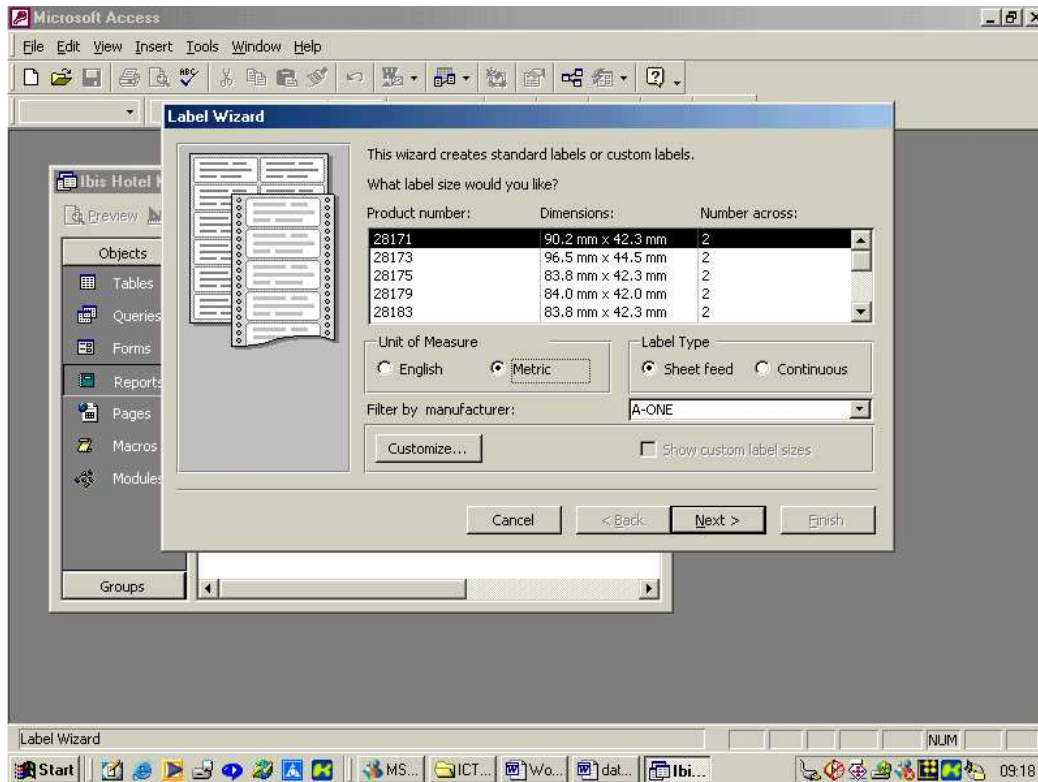
Manager

## Label creation

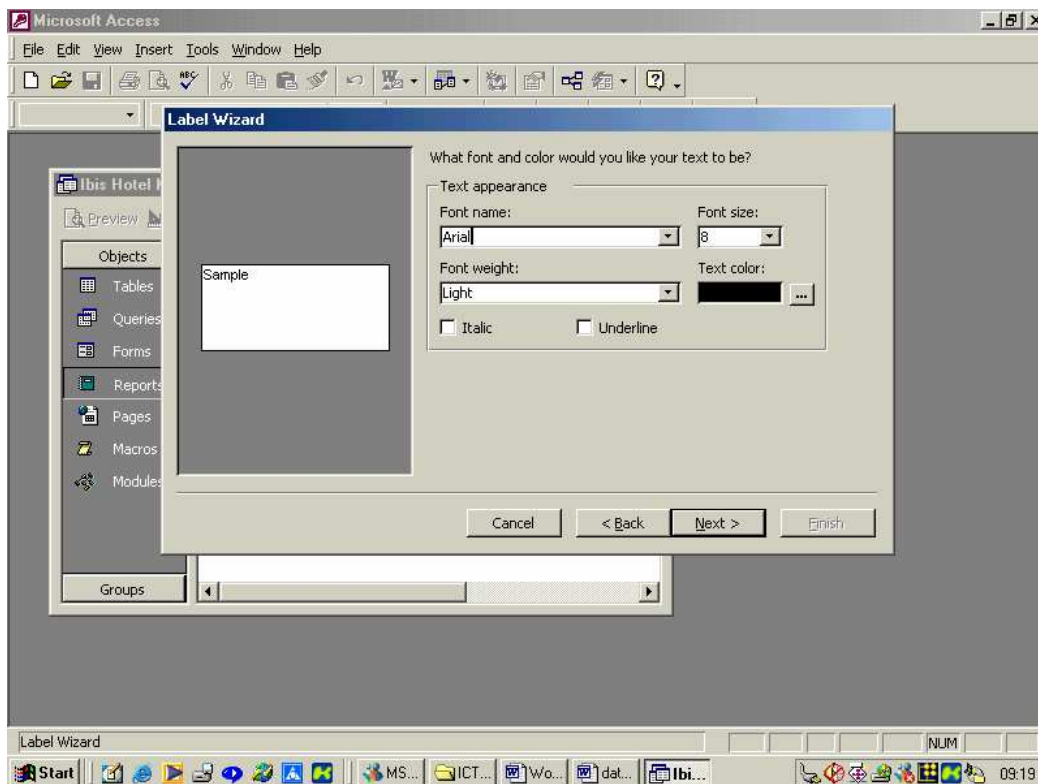
To create labels so that the staff of Ibis Hotel can use them whenever required, I shall need to use the database that was created in my previous coursework's based upon Ibis Hotel. From here I can get the data that will be required to print out upon the labels. I firstly opened MS Access and opened the file in which the database was saved. I then clicked on 'Reports' and then clicked on new. The following menu appeared upon my screen:



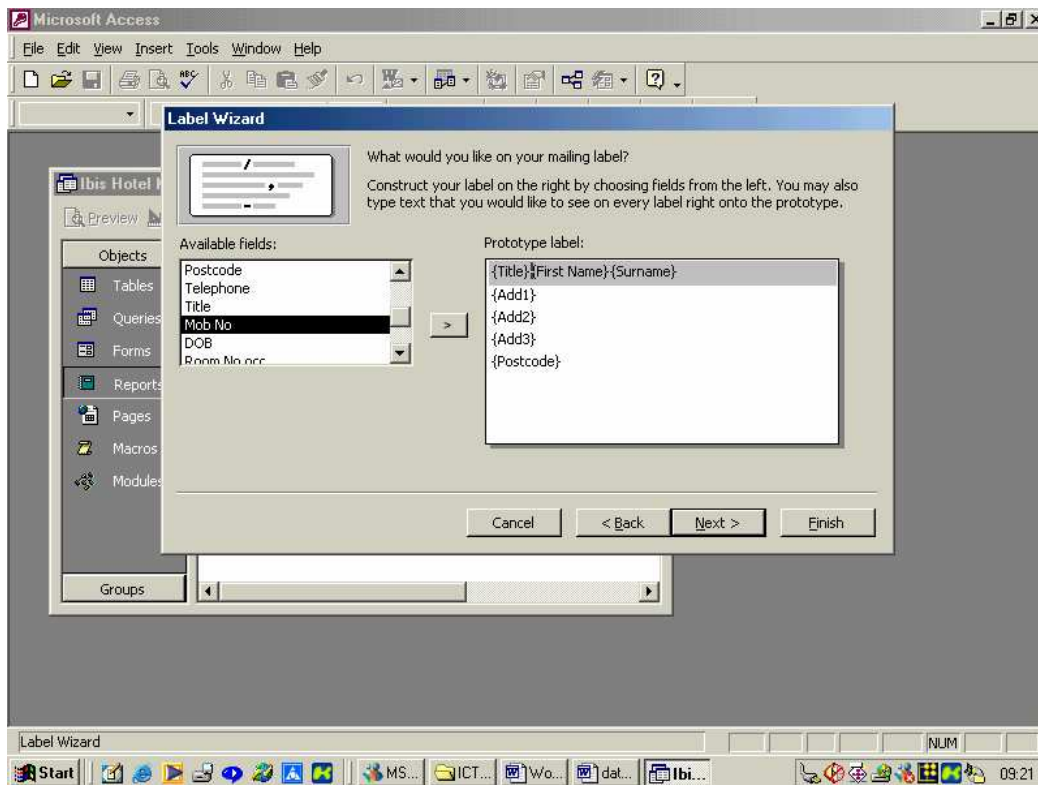
It basically asked me what table to use; it was obvious that I wanted to use the staff table so that the details of the staff will be printed out on the labels. I then clicked on label wizard and clicked OK.



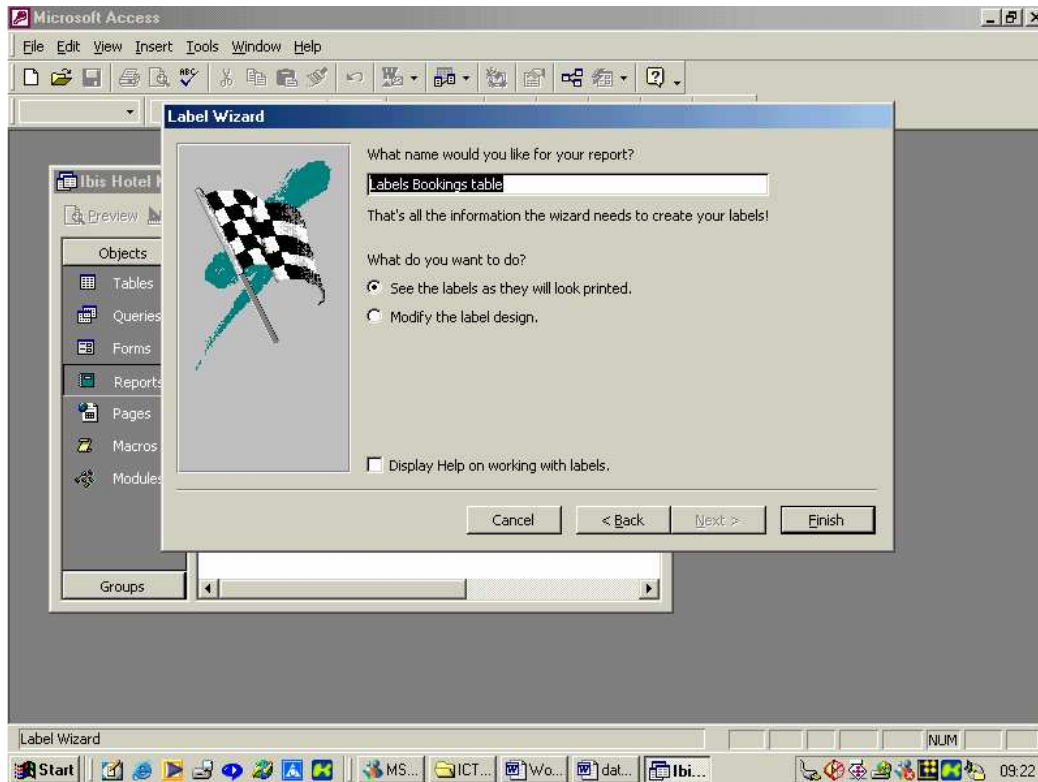
The next thing that was asked was the size of the labels that the data were to be printed out upon. I selected the correct size of my label and clicked on 'next;.



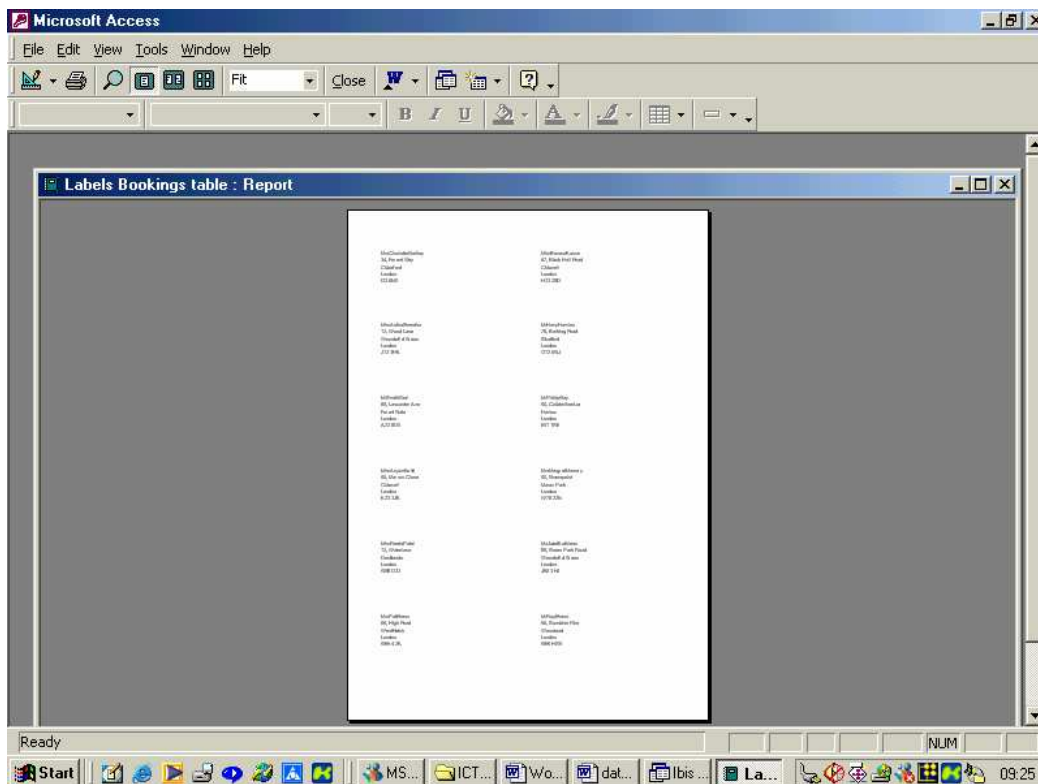
I was then asked if I wanted to change my font and font size or colour. I kept at the same as Arial and at the size 8. I then clicked 'next'.



I was then asked what I wanted to be on my label. I clicked on the requirements and then clicked on 'next':



I then saved the labels under 'Labels Bookings table'. I then clicked on finished. I then were displayed with all the staff details in label size format:





I have shown the output below:

Mrs Charlotte Gartley  
34, Forest Way  
Chingford  
London  
I23 8NS

Miss Savera Kumar  
67, Black Hall Road  
Chigwell  
London  
H23 2SD

Miss Astha Shrestha  
12, Wood Lane  
Woordofrd Green  
London  
J12 3HK

Mr Kevin Hamlon  
78, Barking Road  
Stratford  
London  
O12 6GJ

Mr Smith Paul  
89, Lancaster Ave  
Forest Gate  
London  
A23 8DG

Mr Phillip Gay  
90, ColisterlineAve  
Harlow  
London  
IG1 1RB

Miss Anjum Kohli  
90, Marson Close  
Chigwell  
London  
K23 3JK

Mrs Margret Massey  
90, Greenpoint  
Manor Park  
London  
W78 22N

Miss Reeta Patel  
12, Waterlane  
Docklands  
London  
GS8 D23

Ms Juliet Kathleen  
89, Green Park Road  
Woordofrd Green  
London  
JB2 3HJ

Mrs Pat Evens  
89, High Road  
WestHatch  
London  
GB5 42K

Mr Roy Evens  
56, Sunshine Rise  
Wanstead  
London  
GB5 HS9

Mr James Mitchell  
12, Manor Road  
Woordofrd Green  
London  
H32 97H

Mrs Sarah Andre  
77, Jublee High Way  
Southport  
London  
KH3 38G

Mrs Ina Kaur  
67, Green Way  
Loughton  
London  
J38 28D

## Evaluation

I have now successfully created mail merged letters and mail merged address labels, for that manager of Ibis Hotel, Mr Singh. Now these mail-merged letters will be sent to previous visitors that had stayed in Ibis Hotel form Mr Singh, so that they would come and visit they hotel again and enjoy the new services that are provided.

The created mail merged address labels are also very handy, and are for the manager of Ibis Hotel to stick on the envelopes in which the letters are to be sent.

Microsoft word was a very easy and superlative program to use and especially it helped me a lot in this task. Mail merge that is found in MS Word was a very straightforward and appropriate program. Mail merge helped me send a standard letter to a number of people on the mailing list.

The staff at Ibis Hotel now are very familiar the mail merge and is used at all times whenever a standard letter has to be send to a number of people. The system saves time and is a very fast program that produces multiple copies with a template and data that could vary, depending on what type of standard letter it is.

Mail merge, the process of producing a personalised letter by merging (putting together) the recipient's personal details stored on the mailing list or the business's database into the standard letter, is a very efficient contrivance and is not time consuming at all. It can get time consuming when the cutting and pasting procedure had to be taken into consideration and when the varying data has to be typed out again and again, this can get too time consuming.

However, now Ibis Hotel can create many standard letters and the employee's there find it very easy to use.

I have learned how to use mail merge more economically and how to use it in a real business position. My teacher and my GCSE textbook has also given me new techniques to use whistle using MSWord.

The mail thing I have learnt is how to link a database to a mail merge. This is a very important factor that is to be known in any business.

## References

In this coursework I have used many books to help me complete the assigned work to me in a very high-quality manner.

The following books are the names and some details about the books I have used:

- GCSE ICT for EdExcel  
Author: Ken Slee, Molly Wishhusen, Janet Snell and Jenny Johnson.  
Year: 2001  
ISBN: 0-435-44802-1

- GCSE information Technology  
Author: P. Evans  
Year: 2002  
ISBN: 1-903112-32-x

The following letter on the next page was sent to me form the manager of Ibis Hotel:



## IBISHOTEL

Northern Way,  
Stratford,  
London  
E15 4NQ

02085361955

10<sup>th</sup> December 2002

Dear Miss Anjum Kohli,

I have received your assignment and read it with great pleasure. I am extremely delighted with the outstanding work that you have presented.

The mail merged letters and the address labels were terrific and will save a lot of time in Ibis Hotel in the future. I can see the changes already! Thank you.

It is a stupendous output and I am exceptionally thrilled with it. I will be naming you to other people as well on the brilliant work you have put forward.

Your help was highly appreciated by all us.

Many thanks for the great work you have done.

Thank you again.

Yours sincerely,

Mr. Singh

Manager.