

BATHROOM PROJECT

You have been contacted by a customer who requires a bathroom refurbishment. This includes the purchase of a bathroom suite comprising bath and bath panel, washbasin and vanity base and close coupled toilet and cistern including taps and waste.

Tiling to a height of 1.2 meters and the complete floor.

The customer is supplying all tiles, adhesive and grout, but requires you to tell them the amount of tiles they require, allowing 10% for cuts and wastage.

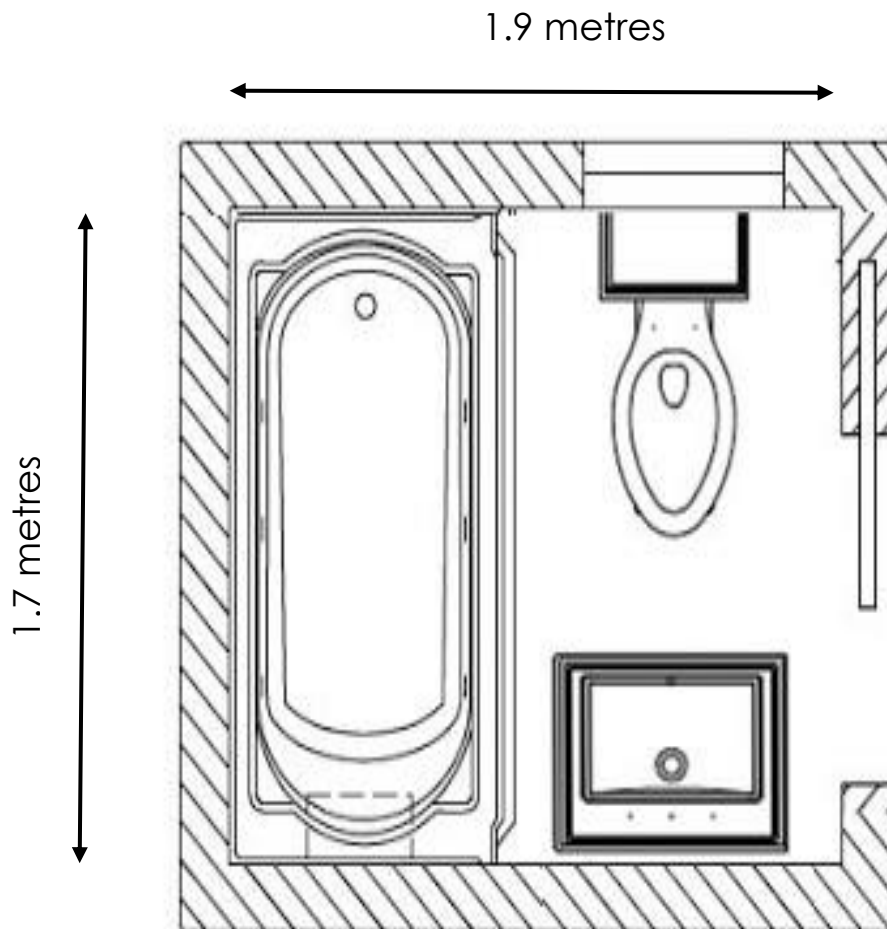
You have been given £500.00 to purchase the bathroom suite and anything under this is your profit. However they have seen a few bathroom suites in B & Q that they like.

You are required to work out a quotation for you to undertake the work.

You are working on a hourly rate of £16.50, you estimate it will take you one and a half days to remove bathroom alter the pipework and install new (working on eight hours a day). The tiling will be done on a square meter rate of £22.50 m². You must also allow 5% on to the total price for anything unforeseen.

There is an enclosed drawing for you to work from, type an official quotation laying out your price, terms and conditions and payment arrangements (up front, partial or on final completion).

PROPOSED PLAN



After the bath has been installed and while tiling is being carried out the customer states they want a shower above the bath, there is a combination boiler fitted so hot and cold supply pressure is no problem. Highlight what possible alternative arrangements they could have and how to overcome the situation.

Finally give them a price to supply and fit the shower.

Operative Name:	Date work carried out:	Job Number:
		107

Leak (Internal) – Cistern - The customer has reported a leak coming from the upstairs WC. They have noticed the floor getting wet.

Job complete?

Leak (Internal) – Pipework – The customer has reported a leak coming through the ceiling upstairs. The CWSC is above where the leak is coming from.

Job complete?

Repair – Taps – The customer has reported that the hot tap is continuously dripping and they can't turn it off.

Job complete?

Operative Name:	Date work carried out:	Job Number:
		150818

Task 1 – Customer has reported their toilet is continuously overflowing. The previous engineer has replaced the diaphragm but the customer is saying that the water is running into the toilet.

Description of fault found –

What steps have you taken to rectify the fault?

What do you know now that you didn't before?

Job complete?

Task 2 – Customer has reported that their radiator is cold at the bottom but hot at the top. They have tried bleeding it but it hasn't worked.

Description of fault found –

What steps have you taken to rectify the fault?

What do you know now that you didn't before?

Job complete?

Task 3 – Customer has reported a leak coming from the bottom of the cold tap. They have reported the tap has also come loose and is moving when turned on and off.

Description of fault found –

What steps have you taken to rectify the fault?

What do you know now that you didn't before?

Job complete?

Operative Name:	Date work carried out:	Job Number:
		150818

Task 1 – Customer has reported a leak coming from the bottom of the cistern. They thought it was condensation but has put a pot underneath the inlet valve which has collected a lot of water.

Description of fault found –

What steps have you taken to rectify the fault?

What do you know now that you didn't before?

Job complete?

Task 2 – Customer has reported that their radiator isn't getting hot. They have turned up the valve but nothing is working.

Description of fault found –

What steps have you taken to rectify the fault?

What do you know now that you didn't before?

Job complete?

Task 3 – Customer has reported that they can't turn off the cold tap. A previous engineer has replaced the washer already.

Description of fault found –

What steps have you taken to rectify the fault?

What do you know now that you didn't before?

Job complete?