# THE APPROACH TO PROJECT MANAGEMENT SKILLS.

### PART OF ENTREPRENEURSHIP EDUCTION

# PAPER TWO (P230/2) AT ADVANCED LEVEL (UACE).

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### BY SSEMAKULA BRIAN

By Ssemakula Brian 1 of 280

# PROJECT MANAGEMENT SKILLS OR PROJECT WORK OR ART MANAGEMENT. PART OF ENTREPRENEURSHIP EDUCTION PAPER TWO AT ADVANCED LEVEL (UACE).

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# POLICY DOCUMENT WRITING (GUIDELINES, TERMS AND CONDITIONS, RULES AND REGULATIONS, POLICY, INSTRUCTIONS, CODE OF CONDUCT, CONTRACTS, TERMS AND CONDITIONS, AGREEMENTS, PARTNERSHIP DEED, RULES, ETC.

- This essay part of paper two (ii) entrepreneurship education is handled using the language "SHALL OR SHALL BE" OR present simple tense i.e. IS or ARE.
- **N.B.** All questions calls for policy document writing in paper two entrepreneurship education comes from paper one where we have **ways**, **strategies**, **techniques**, **methods**, **how**, **solutions**, **measures**, **factors** and **elements**. Therefore, a candidate should use **shall** or **shall** be or present simple tense i.e. **is** or **are** and including an element of **why** or **how** (**be specific**) in every statement.
- Words like I, we, he, you, will, should, can, might, to be, would, she, must etc. **MUST NOT BE USED** i.e. no personalizing.

In answering the candidate should draw the frame, write the title, heading i.e. business name and address, business logo, products or services dealt in, document title in full, including prepared by **i.e.** (sign, name, title) in order and must be filled in, as well as approved by **i.e.** (sign, name, title), and must be left blank.

#### SOME POLICY GUIDELINES ARE.

- i) Gender partnership or balance (both sexes).
- ii) Proper inventory management.
- iii) Proper machine handling.
- iv) Quality control
- v) Minimizing production costs or maximizing profits.
- vi) Proper security.
- vii) Cleanliness of the work-place.
- viii) Effective time management.
- ix) Guidelines for good customer care.
- x) For effective marketing strategies.
- xi) Effective market segmentation (basis for market segmentation).
- xii) For creative personal selling.
- xiii) For presenting business products to customers.
- xiv) Handling difficulty customers
- xv) For copying with change.
- xvi) Negotiation guidelines.
- xvii) Innovation guidelines (ways of fostering innovation).
- xviii) Guidelines for developing effective communication (principle of communication).
- xix) Guidelines for attending to message effectively.
- xx) Guidelines for recovery money from debtors.
- xxi) For personal branding
- xxii) Writing skills (business letter) i.e. in different paragraphs, presenting the body in separate way. Etc.
- xxiii) Guidelines for developing creative ability.
- xxiv) Vehicle maintenance policy
- xxv) Environmental impact assessment policy

- xxvi) Rules and regulations
- xxvii) Code of conduct to ensure discipline
- xxviii) Welfare guidelines
- xxix) Guidelines for selling on credit
- xxx) Borrowing or credit policy
- xxxi) Guidelines to minimize accidents or safety
- xxxii) Selecting machinery and equipments.
- xxxiii) When buying raw materials
- xxxiv) Partnership deed or agreement.
- xxxv) Guidelines followed on receipt of items from suppliers
- xxxvi) Employment contract
- xxxvii) Hire purchase agreement.
- xxxviii)Terms and conditions for contract
- xxxix) Guidelines to select raw materials.
- xl) A policy for the remuneration structure of employees.
- xli) Retention and motivation guidelines
- xlii) Terms and conditions to be included in the credit purchase agreement
- xliii) Guidelines to encourage tax-compliance
- xliv) Safety guidelines
- xlv) Financial policy for proper management of funds
- xlvi) When selling on credit
- xlvii) Credit terms and conditions
- xlviii) Proper handling and storage of materials
- xlix) Guidelines for fostering change
- 1) Guidelines for fostering entrepreneurial motivation
- li) Guidelines to control the cash flow in business
- lii) Guidelines to maintain the market share of the business.
- liii) Guidelines to ensure success.
- liv) Guidelines to ensure satisfaction of customers.
- lv) Guidelines to manage the hazardous substance.
- lvi) Guidelines to copy up with change in business
- lvii) Guidelines to be followed while designing a marketing plan
- lviii) Guidelines to reduce negative effects of business operations.
- lix) For maintaining good relations with employees
- lx) For making products unique
- lxi) Guidelines to be followed while developing a product
- lxii) To ensure proper loan management
- lxiii) For effective performance appraisal system
- lxiv) For minimizing deficits or short cash flows
- lxv) Negotiation policy guidelines with customers.
- lxvi) Salary negotiation policy guidelines
- lxvii) Policy guidelines when bargaining with customers.
- lxviii) When giving personal attentional to customers.
- lxix) When collecting overdue accounts
- lxx) When following up orders from suppliers

- lxxi) Guidelines to encourage women participation in entrepreneurship
- lxxii) Guidelines to improve premises
- lxxiii) For improving lighting
- lxxiv) Guidelines to control labour turn-over
- lxxv) Lending terms and conditions
- lxxvi) Guidelines to ensure proper credit or debit management in your business
- lxxvii) Guidelines to improve collections of taxes
- lxxviii) Guidelines followed when designing questionnaire for market surveys
- $lxxix) \quad Guidelines \ for \ preparing \ advertising \ messages.$
- lxxx) Guidelines for developing good business ethics
- lxxxi) Guidelines to handle the customer's complaints.

### Examples are.

### GUIDELINES FOR ENHANCING INNOVATIONS IN KING MILK PROCESSORS ENTERPRISE.

#### KING MILK PROCESSORS ENTERPRISE.

**KMPE** 

### P.O BOX 45, MBARARA.

TEL: 0756780943.

"Dealers in processing and selling of high quality packed milk"

### **GUIDELINES FOR ENHANCING INNOVATION IN BUSINESS.**

- Change shall always be expected.
- Innovative strategies shall be developed.
- The entrepreneurs and employees shall do well to others.
- Performance indicators shall be measured.
- Employees shall always be learners.
- Employees shall think like entrepreneurs.
- Implementations of decisions shall be done so fast.
- Barriers to innovations shall be avoided.
- New rules shall be implemented.
- Innovators shall be recognized or rewarded.

<u> </u>	
Prepared by:	Approved by:
Sign : kaketo henry.	Sign:
Name: Kakacow Martin	Name:
Title: Entrepreneur.	Title:

S

### GUIDELINES FOR FOSTERING OR COPYING UP WITH CHANGE IN BUSINESS.

### WESTLAND BAKERY.

WBLD

### P.O BOX 45, KAMPALA.

TELL: 0769098789.

"Dealers in producing and selling of high quality bakery products"

### **GUIDELINES FOR FOSTERING CHANGE IN BUSINESS.**

- ✓ Assessing readiness shall be done in order to measure how prepared employees and administrators are to handle modification.
- ✓ There shall be managing of resistance by preparing anything anyone might do in order to stop the change.
- ✓ Encouraging feedback on progress shall be done.
- ✓ There shall be training of employees.
- ✓ Explanations shall be given to employees and other stack holders of the business i.e. in form of informal and formal meetings to explain why change is taking place.
- ✓ Rewarding success shall be done for example appreciation for what one has done well in order to create positive attitude towards workers regarding change.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

#### GUIDELINES TO ENSURE SATISFACTION OF BUSINESS CUSTOMERS

#### BABA MILK PROCESSORS ENTERPRISE.

BBMPE

### P.O BOX 45, MBARARA.

TEL: 0704500500.

"Dealers in buying and selling high quality packed milk.

### GUIDELINES TO ENSURE SATISFACTION OF BUSINESS CUSTOMERS.

- Offering technical after sales services like free transport shall be done.
- Improving on the quality of the product regularly depending on the market demands shall be done.
- Being efficient and available to assist the customers from time to time shall be done.
- Credit facilities shall be extended to trust worthy customers.
- Sales agents shall be having knowledge of the products for example ability to explain to the customer's information concerning the product such as use, storage and handling.
- Improving on quality of output shall be ensured to meet their demands.
- Offering occasional price reduction or discounts to customers shall be done,
- Handling customer's complaints well such as underweight, over-priced, wrong size and others shall be done.
- Being clear when communicating to customers shall be ensured.
- There shall be offering prompt and excellent services to customers.

Prepared by:	Approved by:
Sign	Sign:
Name:	Name:
Title:	Title:

### RULES FOR MINIMIZING PRODUCTION COSTS IN UK GROUNDNUTS MILLING PROJECT.

### UK GROUNDNUTS MILLING PROJECT.

UKGMP

#### P.O BOX 34, SOROTI.

TEL: 0784321234.

"Dealers in processing and selling of groundnuts products"

### RULES FOR MINIMIZING PRODUCTION COSTS OF THE PROJECT.

- Time standards shall be fixed for work to avoid wastage of time.
- Ensuring the use of correct inputs to avoid unnecessary wastage and losses shall be done.
- Specialization and division of labour shall be encouraged.
- There shall be proper storage of both raw-materials and finished goods to minimize wastage and losses.
- Business shall source quality raw materials from cheaper sources.
- Duties and responsibilities of employees shall be clearly specified for easy coordination, efficiency and effective work.
- Good working conditions for the workers shall be ensured.
- There shall be constant supervision and monitoring of the employees and the production process to ensure that there is no wastage of time and other inputs.
- Proper accountability of funds to avoid unconscious expenditure of funds shall be emphasizing.
- Reducing for the wage pay and employing part time workers shall be done.
- Workers shall be trained to improve on their efficiency and avoid poor quality work.
- High quality products shall be produced to minimize advertising expenses.
- Better production methods or technology shall be employed.
- Operations shall be combined to reduce on labour costs

Formulated by:	Approved by:
Sign: QWERTT.	Sign:
Name: Omean Collins.	Name:
Title: Production manager.	Title:
_	

### GUIDELINES TO ENSURE GENDER BALANCE OE EMPLOYEES IN WESTLAND MAIZE MILLING COMPANY LIMITED.

### WESTLAND MAIZE MILLING COMPANY LIMITED.

WMMCL

#### P.O BOX 34, WAKISO.

TEL: 0765112233.

"Dealers in producing and selling of maize flour"

### GUIDELINES TO ENSURE GENDER BALANCE OF EMPLOYEES IN THE BUSINESS.

- Fringe benefits such as sick leave, study leave, housing allowances and others shall be given to both sex.
- Career counseling and guidance shall be provided to both sex.
- Both male and female shall be provided equal employment opportunities.
- Both male and female shall be provided equal education facilities.
- Encouraging both male and female to offer science related courses which leads to skills development shall be done.
- Encouraging career counseling to both male and female shall be done by referring them to successful business men and women as role models.
- Encouraging both male and female to set up income generating activities shall be done.
- Both male and female shall be paid equal pay at the same job.
- Recognizing the abilities of both male and female in development shall be done.
- Promotion of both male and female shall be based on merit without discrimination.

Formulated by:	Approved by:
Sign : <u> </u>	Sign:
Name: Peter Okello Collins.	Name:
Title: Production Manager.	Title:

### GUIDELINES FOR DEVELOPING AN EFFECTIVE MARKETING IN RONI BAKERY LIMITED.

### RONI BAKERY LIMITED.

**ZBL** 

### P.O BOX 45, JINJA.

TEL: 0757890432

"Dealers in producing and selling of high quality bakery product"

### GUIDELINES FOR DEVELOPING AN EFFECTIVE MARKETING STRATEGY.

- Effective or intensive advertising of the bakery products shall be carried out regularly.
- Free information about the bakery products shall be provided to the interested customers.
- Networking shall be encouraged in the bakery business to access reliable market information from different areas or people.
- Potential customers shall be approached to by sales or marketing workforce to influence them to buy the bakery products.
- Writing in magazines, leaflets etc. shall be promoted to avail the customers with new information about bakery products.
- The bakery business shall encourage old customers to refer other potential customers to buy its products.
- Guarantees shall be offered to the customers to attract new ones or to retain the old ones.
- Giving after sales services for example free transport shall be done.

Prepared by:	Approved by:
Sign: qwert.p	Sign:
Name: SSEMAKULA Brian	Name:
Title: MARKETING MANAGER	Title:

### GUIDELINES TO BE FOLLOWED WHEN PREPARING THE ADVERTISING MESSAGES FOR THE BUSINESS.

### MENGO JUICE MAKING PROJECT.

**MJMP** 

### P.O BOX 1,000, KAMPALA.

TEL: 07579087650.

"Dealers in making and selling of high quality packed juice"

### GUIDELINES TO BE FOLLOWED WHEN PREPARING AN ADVERTISING MESSAGE.

- + the advert designed shall be cost effective in relation to the product being advertised.
- → The whole space shall not be clustered or covered with words and pictures.
- → The advertisement message shall be easy to recognize and stand out clearly therefore any unique design shall be presented with the logo of the business.
- → The advertisement shall be presented on clearly seen boundary which can be the edge of the sign post, banner and others.
- → There shall be proper balancing while advertising using the newspaper to economize advertising costs i.e. by not put on very little information on a big background.
- **→** The choice of the colour shall present an attractive layout.
- → The letters and figures shall be neatly written and they shall be of a uniform category.
- → An entrepreneur shall be honest in the advert for example promise what he or she can deliver, not promising what he or she can-not deliver.
- → The content shall be simple and easy to understand for example the language to be used shall be simple to understand by the least educated customers.
- **→** The hand-line shall emphasize the benefits for customers.
- → It shall include important information such as address, location, telephone number, services being offered and other important information.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

### GUIDELINES FOR MANTAINING WORKERS WELFARE IN AXXT TEA PROCESSING FACTORY.

### AXXT TEA PROCESSING FACTORY.

**QWXZ** 

### P.O BOX 17, MUKONO.

TEL: 0765121234.

"Dealers in processing and selling of tea quality products"

### **GUIDELINES FOR MANTAINING WORKERS WELFARE.**

- Employees shall be paid good remuneration and promptly.
- Workers shall be provided with adequate supply of cool and safe drinking water in all the work place.
- Employees shall be provided with storage for personal clothing, bicycle or other belongings and a private changing room.
- Workers shall be provided with first aid and a well-qualified first aider.
- Workers shall be provided with regularly cleaned sanitary facilities close to the work area, including soap for washing hands and separate toilets for both male and female workers.
- Employees shall be provided with resting time, arresting place and leaves.
- Workers shall be provided with good accommodation facilities.
- Employees shall be provided with recreational facilities
- Employees shall be provided with a separate, comfortable and hygienic place for meals.
- Employees shall be provided with good medical facilities.

Prepared by:	Approved by:
Sign: qurty.L	Sign:
Name: Katava Isaac.	Name:
Title: Entrepreneur	Title:

#### CREDIT TERMS AND CONDITIONS FOR KYANDDONDO MOTOR GARAGE.

### KYADDONDO MOTOR GARAGE

**QWRT** 

#### P.O BOX 45, KAMPALA.

TEL: 0789432123.

"For better maintenance of vehicles"

### **CREDIT TERMS AND CONDITIONS.**

- Credit period shall not exceed two months.
- Payment with in the agreed period of time shall attract a cash discount of 20%
- Credit facilities exceeding shs 600,000 shall be offered to customers who offer collateral security.
- Credit facilities shall be given to customers who are well known and credit worthy.
- Customers who fail pay within the granted credit period shall penalized.
- Services rendered on credit shall attract a higher price than services on cash customers shall be allowed to pay a 45% down payment.
- Payment for credit facilities shall be made by customers at any collection centre.

Prepared by:	Approved by:
Sign: qwort, f	Sign:
Name: katamba Godfrey.	Name:
Title: Sales Manager	Title:

### POLICY GUIDELINES FOR ENSURING PRODUCTION OF HIGH QUALITY PRODUCTS IN WESTLAND BAKERY.

#### WESTLAND BAKERY PROJECT.

**WBP** 

### P.O BOX 41, MITYANA.

TEL: 0757088882.

"Dealers in producing and selling of high quality bakery products"

# POLICY GUIDELINES FOR ENSURING PRODUCTION OF HIGH QUALITY PRODUCTS.

- There shall be close supervision and monitoring of all activities involved.
- Regular research shall be carried out aimed at improving the quality of bakery products.
- Only high quality raw-materials or inputs shall be purchased and used for example wheat, clean water etc.
- Clear instructions shall be given to all employees to avoid wastage and losses.
- Proper cleanliness or hygiene shall be used at all times.
- Good quality storage facilities shall be used at all times.
- Workers shall be trained periodically or continuously.
- Superior or better methods of production or operations shall be used.
- Quality standards relating to ensuring quality shall be observed by the employees.
- Appropriate distribution channels or delivery means shall be used so as not to compromise quality.
- Workers shall be motivated to keep their morale high for example through paying them in time.
- Specialized skilled workers shall be employed for example production manager.
- Specialization and division of labour shall be encouraged.
- Employees shall observe all the technical specifications relating to quality and quantity of the products.

Approved by:
Sign:
Name:
Title:

### POLICY GUIDELINES FOR CONTROLLING HIGH LABOUR TURN-OVER IN AN ENTERPRISE.

### KASSAZI PAPER BAG MAKING PROJECT.

**KPBMP** 

### P.O BOX 690, MUKONO.

TEL: 078012345.

"Dealers in making and selling of high quality paper bags"

### POLICY GUIDELINES FOR CONTROLLING HIGH LABOUR TURN-OVER IN AN ENTERPRISE.

- There shall be fair treatment of all workers.
- Recruiting employees who are qualified shall be done.
- There shall be respecting of workers to make them achieve their self-esteem.
- Empowering employees to enhance their continuity in enterprise shall be done for example through delegation.
- There shall be optimizing worker's performance by providing good working conditions.
- Enabling employees to access knowledge shall be done.
- Engaging employees to make them committed shall be done.
- Paying them in time shall be done.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

### GUIDELINES TO FOLLOWED WHEN BARGAINING WITH CUSTOMERS OF THE BUSINESS.

### KK PRESTIGIOUS LIMITED

kkpld

### P.O BOX 45, KAMPALA.

TEL: 0789045312.

"Dealers in producing and selling of high quality food stuffs"

### GUIDELINES TO BE FOLLOWED BY THE SALES AGENTS WHILE BARGAINING WITH POTENTIAL CUSTOMERS.

- There shall be ensuring proper or effective communication for example use of proper language while communicating to customers.
- Offering counter offer shall be done for example price reduction.
- There shall be offering of delivery services to customers.
- There shall be convincing the customers as to why the product is being sold at the offer price.
- Sales agents shall avoid dominating the customer while bargaining.

Prepared by:	Approved by:
Sign: gployryyyrtwqqqqq	Sign:
Name:Mutaawe kizito	Name:
Title: Sales Manager	Title:

### POLICY GUIDELINES TO FOLLOWED WHEN COLLECTING OVERDUE ACCOUNTS OF THE BUSINESS.

### WESTLAND BAKERY LIMITED.

**WBLD** 

### P.O BOX 45, MUKONO.

TEL: 0709098000.

"Dealers in producing and selling of high quality bakery products"

### POLICY GUIDELINES TO FOLLOWED WHEN COLLECTING OVERDUE ACCOUNTS.

- There shall sending of polite reminders to customers with overdue accounts, suggesting debts for settling the debt.
- Sending a more strongly worded reminder if no response is received shall be done within specified time.
- There shall be employing courts of law for stubborn debtors to recover the debt if recovery is not received.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

### GUIDELINES TO BE FOLLOWED WHEN GIVING PERSONAL ATTENTION TO CUSTOMERS.

- Understanding customers wants and bring products to satisfy them shall be done.
- There shall be selling products at the right prices, right quantity, and right quality.
- There shall be use of the right promotion and at the right place and time in order to meet customers' needs and wants.

### TERMS AND CONDITIONS TO BE INCLUDED IN THE CONTRACT BETWEEN KAGAVU MAIZE MILLERS AND KYADDONDO SECONDARY SCHOOL.

### KAGAVU MAIZE MILLERS.

**KMM** 

### P.O BOX 09, KAMPALA.

TEL: 0757089345.

"Best producer and supplier of maize flour"

### TERMS AND CONDITIONS TO BE INCLUDED IN THE CONTRACT BETWEEN KAGAVU MAIZE MILLERS AND KYADDONDO SECONDARY SCHOOL.

- The product to be supplied shall be maize flour.
- 100 bags of maize flour of 50kg each shall be supplied to the school every week.
- Each 50kg bag of maize flour shall cost ug shs 100,000. Trade discount of 5% shall be allowed for 10 bags.
- The maize flour shall be delivered to the school 4 times every month every term 50 bags shall be delivered on the 1<sup>st</sup> day of each month.
- Only quality maize flour shall be supplied i.e. of grade one.
- Method of payment, the school shall pay for all the delivered maize flour by cash.
- Place of delivery for the maize flour shall be at the school store before 7:00 am using project delivery van.
- Provisions for termination of the contract. The contract to supply maize flour to the school shall be terminated when the contract period expires.
- Duration of the contract to supply the maize flour to the school shall last for 10 months starting from January to October.
- Settlements of disagreements between the school and the project shall be by courts of law or resolved by round table discussions between representatives from both sides.
- Declaration and witness of the contract terms.

The seller being: KAGAVU MAIZE MILLERS. The buyer being: KYADDONDO S.S

Sign : tercvqqhh Sign : tyrecvb

Name: KASULE ISAAC.

Title: SALES MANAGER

Name: MUGISHA REBORT.

Title: HEAD TEACHER.

DATE: 27<sup>TH</sup>/12/ 2018.

WITNESSED BY: gwwiooookn

NAME : KAVUMA DAVIS

TITLE : CHAIRMAN KAGAVU COMMUNITY.

### GUIDELINES TO BE FOLLOWED WHILE SELECTING A SUPPLIER OF RAW-MATERIALS FOR QK JUICE PROCESSING PLANT.

### **QK JUICE PROCESSING PLANT.**

WQTY

#### P.O BOX 34, MUBENDE.

TEL: 0745121234.

"Dealers in producing and selling of high quality packed juice"

### GUIDELINES TO BE FOLLOWED WHILE SELECTING A SUPPLIER OF RAW-MATERIALS FOR THE PROJECT.

- The terms and conditions shall be good terms such as delivery, payment, discount, credit facilities.
- The lead time shall be short for example less than five days.
- The distance between the business and the supplier shall be short in relation to geographical terms.
- The price offered by the supplier shall be low compared to other suppliers.
- The reputation of the supplier shall be sound compared to other supplies.
- The supplier shall offer after sales services such as free packaging and free transport.
- The supplier shall provide the best methods of delivery of the ordered materials.
- The supplier shall have the capacity to supply enough and sufficient qualities whenever required shall be selected.
- There shall be ease communication with the supplier who is chosen to take up the supplying.
- The supplier shall provide good quality items agreed upon and approved by the national bureau of standards.
- The supplier shall be consistence and reliable whenever goods are ordered for.

Approved by:
Sign:
Name:
Title:

INSTRUCTIONS TO BE OBSERVED BY EMPLOYEES WHILE ENSURING PROPER MAINTENANCE OF THE MILLING MACHINE IN WESTLAND MILLING COMPANY LIMITED.

### WESTLAND MILLING COMPANY LIMITED. QWRT

P.O BOX 34, MUKONO.

TEL: 0742312345

"Dealers in processing and selling of maize flour"

# INSTRUCTIONS TO BE OBSERVED BY EMPLOYEES WHILE ENSURING PROPER MAINTENANCE OF MILLING MACHINE.

- Machines shall be serviced weekly.
- Machines shall not be over loaded when they are in use.
- Employees shall read instructions on the use of machines before using or operating them.
- Machines shall be switched off and covered when they are not in use.
- Machines shall be operated by trained personnel.
- Proper guidelines and labels shall be put on dangerous parts of the machines.

Prepared by:	Approved by:
SIGN:	SIGN:
NAME:	NAME:
TITLE:	TITLE:

### A FINANCIAL POLICY FOR PROPER MANAGEMENT OF BUSINESS FUNDS IN KK PRESTIGIOUS CATERING SERVICE PROJECT.

### KK PRESTIGIOUS RESTAURANT AND CATERING SERVICE PROJECT. ERTY

"Dealers in producing and selling of high quality food stuffs"

P.O BOX 01 KYAMBOGO UNIVERSITY.

TEL: 0765234567.

# FINANCIAL POLICY FOR PROPER MANAGEMENT OF BUSINESS FUNDS.

- All business cash shall be banked daily after sales.
- All cash received shall be receipted to avoid any one from embezzling funds.
- All credit sales shall be advanced to few identified customers and payments shall be made within five days.
- All cash kept at the business premises shall kept under locks and the keys shall be kept by one person i.e. an accountant.
- Business cash taken or got from the bank shall be transported with tight security for example with armed guards to avoid incidences of robbery.
- All documents to do with cash shall be documented and authorized by the cashier.
- There shall be proper storage of all cash receipts and other documents related to accountability.
- External certified auditors shall be annually audit the business books of accounts to detect any cash theft or losses.
- The business shall receive a bank statement on a regular basis for proper accountability and knowing the cash flow of the business.
- Proper accountability shall be made whenever expenditures are made.

Prepared by:	Approved by:
Sign: <i>D&amp;TV-</i> CX <i>NNL</i>	Sign:
Name: Ssemakula Brian	Name:
Title: Financial manager	Title:

#### GUIDELINES TO ENSURE PROPER DEBT MANAGEMENT IN WESTLAND BAKERY.

### WESTLAND BAKERY LIMITED.

### P.O BOX 777, KAMPALA.

TEL: 0757123456.

"Dealers in producing and selling of high quality bakery products"

### **GUIDELINES TO ENSURE PROPER DEBT MANAGEMENT.**

- Identifying all credit customers and collecting all records of debtors shall be done.
- There shall be arranging debtor's records according to credit period.
- Allocation of responsible persons to credit customers shall be done.
- There shall be preparing and dispatching debt reminders to debtors.
- Calling debtors on phones shall be done.
- Collecting payments and updating debtor records shall be ensured.
- There shall be taking of legal action on defaulters.
- Insuring the debt shall be done.
- There shall be giving of discounts for example cash discount to debtors.
- Rescheduling the date of repayment shall be done.
- Giving shorter credit period shall be done.
- Accepting other mode of payment shall be done.
- There shall be fixing of a maximum value of credit sales.
- Imposing a penalty on debtors shall be done.

Prepared by:	Approved by:
Sign:	Sign:
Name:	
Title:	Title:

### A POLICY FOR THE REMUNERATION STRUCTURE OF EMPLOYEES OF KYANKOWE FISH FARMING PROJECT.

#### KYANKOWE FISH FARMING PROJECT.

**KFFP** 

#### P.O BOX 55, MITYANA.

TEL: 0754323456.

"Dealers in fish farming"

### POLICY FOR THE REMUNERATION STRUCTURE OF EMPLOYEES.

- Workers who work for long hours shall be paid higher salaries or wages than those who work for short hours.
- Employees shall be paid basing on the responsibility help by a worker.
- Workers shall be paid basing on the wage rate of rural firms i.e. higher wages shall be paid.
- High wages shall be paid as the demand of the products increase.
- Employees who offer service on risky jobs shall be paid higher wages and salaries than those who do non-risky jobs.
- The amount of wages and salaries paid to workers shall be based on the experience that worker has.
- Employees who do complicated work shall be paid higher wages than those who do simple work.
- Workers whose labour is not easily substituted shall be paid higher wages than those whose labour is easily substituted.
- Workers shall be paid based on the government salary structure.
- Employees shall be paid basing on the terms of employment i.e. permanent, temporary or contract.

Prepared by:
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Name: SSEMAKULA BRIAN

Title: FINANCIAL MANAGER

Approved by:
Sign:
Name:

Title:
Title:

### N.B. In summary remuneration structure is based on the following.

- Number of hours worked.
- Salaries and wages offered by rival firms.
- Responsibility held.
- Risk involved in the job.
- Government salary structures.
- Demand of the job.
- Nature of work done.
- Experience of workers.
- Degree of substitability. of labour.
- Terms of employment i.e. permanent, contract.

### GUIDELINES FOR DEVELOPING CREATIVE ABILITY IN KASABYA BRICK MAKING PROJECT.

### KASABYA BRICK MAKING PROJECT.

**KBMP** 

### P.O BOX 34, MBALE.

TEL: 0765432123.

"Dealers in making and selling of high quality bricks"

### **GUIDELINES FOR DEVELOPING CREATIVE ABILITY AMONG THE STAFF.**

- Thinking beyond the invisible flame work that surrounds the problems or situations shall be done.
- Recognizing when assumptions are being made and challenge them shall be done. So as to come up with realistic or practical ways of doing things.
- Developing ideas from more than one source shall be done i.e. gather views from different areas so as to come up with a unique way of doing things.
- Transferring technology from one field to another shall be done.
- Drawing on the experiences of other individuals or business shall be done to widen the field or vision.
- Being open and prepared to use chance and predict things or events shall be done to the advantage of the prevailing situation.
- Exploring thought, processes and okay elements of the mind at work in analyzing evaluating and shall be done i.e. have a wide attention seen and range of interest.
- Noting down thoughts and ideas that apparently drop into the mind shall be done so that they are not forgotten.
- Using analogy i.e. improving imaginative thinking to find models or solutions in nature, in existing products, services or in the organization shall be done.
- Trying as appropriate to sometimes make the stranger familiar and the familiar stranger to spark new ideas shall be done.
- Making connections with points that apparently irrelevant out-side sphere of experts shall be done.
- There shall be Suspending judgment to encourage the creative process and avoid pre mature criticism
- There shall be Stimulating curiosity in everything and the skills of observation, listening, reading and recording.
- Spotting narrow minded thinking and widening the field of vision to draw on experiences of other individuals shall be done.

Approved by:
Sign:
Name:
Title:

# GUIDELINES FOR MANAGING OR CONTROLLING HAZARDOUS SUBSTANCES IN WEESTLAND BAKERY.

### WESTLAND BAKERS PROJECT.

**REOIP** 

### P.O BOX 77, WAKISO.

TEL: 07431212345

"Dealers in producing and selling of high quality bakery products"

### GUIDELINES FOR CONTROLLING HAZARDOUS SUBSTANCES IN THE PROJECT.

- There shall be provision of adequate and appropriate types of protective equipment like helmets, masks, gloves, gum boots, etc. to workers in order reduce exposure to hazardous substances.
- o Training and instructing workers shall be done on how to use and maintain personal protective equipment and regularly administer their use.
- Making sure that workers exported to dangerous substances wash their hands with soap or any other recommended detergent before eating or drinking anything shall be done
- Employees shall make sure that all flammable substances used like petrol, acid, paints are kept and covered in containers so that they are not easily exposed.
- There shall be substituting hazardous substances with those that are less hazardous like organic solvents with inorganic ones if possible like using artificial manure instead of organic manure.
- Making sure that workers read and understand instructions of using hazardous substances before using them shall be done.
- Ensuring adequate provision of emergency, health and safety facilities like fire extinguishers, etc. shall be done.
- Ensuring adequate lighting in the work station so as to avoid accidents resulting from hazardous substances and increasing productivity shall be done.
- o Providing warning labels on hazardous substances or areas to minimize accidents especially those which can easily catch fire shall be done.
- There shall be introducing or improving local ventilation for easy circulation of air in the work station
- There shall be ensuring of proper disposal of hazardous substances to minimize health risks of workers.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

### GUIDELINES FOR ENSURING CLEANLINESS AROUND LWAGIRI JUICE MAKING PROJECT.

### LWAGIRI JUICE MAKING PROJECT.

**LJMP** 

### P.O BOX 345, KASSANDA.

TEL: 0757932123.

"Dealers in producing and selling packed juice"

### HYGIENIC GUIDELINES TO BE OBSERVED IN LWAGIRI JUICE MAKING PROJECT.

- > Sweeping the business compound shall be done every day.
- > Dumping all rubbish in the dust bins shall be done which are installed in the different corners of the workplace.
- ➤ Burning all the rubbish collected in the dust bins shall be done every after a week.
- Providing clean water at all points and outside toilets for washing hands shall be provided to employees.
- Washing all equipments before use shall be done.
- Washing toilets, urinals and bathrooms shall be done daily.
- > Slashing the grass in the compound and trimming the flowers shall be done every after three weeks.
- ➤ Giving workers aprons shall be done which are cleaned daily and protective gear including gumboots while at work.
- Painting walls, doors, windows and furniture shall be done periodically.
- > There shall be close supervision of the cleaning dirty places like toilets by project work supervisors.
- > Employees shall put on clean uniforms, aprons, and other protective gears like gumboots while at work
- ➤ Clean water and detergents or soap shall be provided at appropriate points like outside toilets foe washing of hands.

Prepared by:	Approved by:
Sign: 2WEERRR	Sign:
Name: Lwagiri Davis	Name:
Title: Project supervisor	Title:

### RULES THAT EMPLOYEES WILL FOLLOW FOR EFFECTIVE TIME MANAGEMENT IN KYOBE MILK PROCESSORS ENTERPRISE.

### KYOBE MILK PROCESSORS ENTERPRISE.

**WQR** 

#### P.O BOX 45, MBARARA.

TEL: 0757091234.

"Dealers in buying and selling of high quality packed milk"

### RULES THAT EMPLOYEES WILL FOLLOW FOR EFFECTIVE TIME MANAGEMENT IN THE PROJECT.

- Workers shall spend time planning and organizing first.
- Employees shall be reflective in doing things.
- Employees shall be action oriented.
- Employees shall ensure self-motivation in order to produce high output within a specific time frame.
- Employees shall question oneself on time use.
- Workers shall learn to break bigger tasks into small tasks and handle one at a time.
- Employees shall be perfectionists.
- Workers shall practice the art of intelligent neglect or learning to say "no" to useless activities.
- Employees shall do the right things at a right time.
- Workers shall be flexible in time use.
- Workers shall set goals or be goal oriented.
- Workers shall have priority in doing things.
- Employees shall establish deadlines to accomplish an activity.

Prepared by:	Approved by:
Sign: ACTOK.	Sign:
Name: Kyobe Godfrey	Name:
Title: Entrepreneur	Title:
Title V Entrepreneur	

TERMS AND CONDITIONS TO BE INCLUDED IN THE CREDIT PURCHASE AGREEMENT BETWEEN THE CLIENT AND KAROKARUNGI FARM MACHINERY AND EQUIPMENTS LIMITED.

### KAROKARUNGI FARM MACHINERY EQUIPMENTS LIMITED.

P.O BOX 74, HOIMA.

QWE

TEL: 0788447478.

"Dealers in selling of all kind of farm inputs"

## TERMS AND CONDITIONS TO BE INCLUDED IN THE CREDIT PURCHASE AGREEMENT.

- The amount of the assets bought or sold on credit shall exceed that on cash basis.
- The credit value of the asset shall not exceed shs 1,000,000
- The amount of credit purchase shall be payable within 12 months and in equal installments.
- The customer offered a credit purchase shall be located within the district.
- Failure to clear the amount due in the period agreed shall create a penalty of 50% of the value of the item.
- The customer offered a credit purchase shall present a national identify card or letter of identification from the L.C.1.
- The customer offered a credit a credit purchase shall present a collateral security whose value is more than the credit amount.

Prepared by:	Approved by:
Sign: <u>WROPLYSN</u> .	Sign:
Name: KARUNGI JUMA	Name:
Title: SALES MANAGER	Title:

### SAFETY GUIDELINES TO BE FOLLOWED BY THE EMPLOYEES IN KALWANA FUEL STATION.

#### KALWANA FUEL STATION.

**KNFL** 

### P.O BOX 12, KASSANDA.

TEL: 0757098907.

"Dealers in selling of high quality fuel"

### SAFETY GUIDELINES TO BE FOLLOWED BY EMPLOYEES OF THE PROJECT.

- Frequent security meetings shall be held.
- Watch dogs shall be employed and used.
- All workers shall be trained on how to handle or operate fire extinguishers.
- Armed security guards shall be employed.
- All wall fences shall be electrified.
- No visitors, staff member and vehicles shall be allowed in the business premises beyond 12:00pm midnight.
- All visitors and staff members shall register at the gate.
- Security lights shall be installed and be switched on at night.
- Security gadgets like cameras, alarms shall be used and detectors.
- Un-authorized persons shall not be allowed in the business premises.
- A wall fence shall be constructed around the business premises.
- All vehicles entering the fuel station shall be searched.
- Fire extinguishers shall be installed.
- Workers shall wear overalls and other protective gadgets while in the business premises.
- Chemicals and other dangerous substances shall be kept covered and in restricted places.
- Respect for each other shall be observed while at the workplace.
- All machines shall be serviced regularly.
- Drunkardness shall be avoided while at the workplace.
- Workers shall wash their hands with soap before accessing meals.
- Workers shall read and understand all instructions regarding usage of all substances before use.
- Workers shall wear norsal sponges to avoid inhaling toxic chemicals.

rrepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

#### SECURITY GUIDELINES TO BE OBSERVED AROUND SSEMAKULA WASHING BAY.

### SSEMAKULA WASHING BAY.

**SBWB** 

### P.O BOX 11, MITYANA.

TEL: 0757000077/0778423456.

"Dealers in washing of different kinds of vehicles"

### SECURITY GUIDELINES TO BE OBSERVED AROUND THE WASHING BAY.

- Frequent security meetings shall be held.
- Watch dogs shall be employed and used.
- All workers shall be trained on how to handle or operate fire extinguishers.
- Armed security guards shall be employed.
- All wall fences shall be electrified.
- No visitors, staff member and vehicles shall be allowed in the business premises beyond 12:00pm midnight.
- All visitors and staff members shall register at the gate.
- Security lights shall be installed and be switched on at night.
- Security gadgets like cameras, alarms shall be used and detectors.
- Un-authorized persons shall not be allowed in the business premises.
- A wall fence shall be constructed around the business premises.
- All vehicles entering the fuel station shall be searched.
- Fire extinguishers shall be installed.
- Workers shall wear overalls and other protective gadgets while in the business premises.
- Chemicals and other dangerous substances shall be kept covered and in restricted places.
- Respect for each other shall be observed while at the workplace.
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- Drunkardness shall be avoided while at the workplace.
- Workers shall wash their hands with soap before accessing meals.
- Workers shall read and understand all instructions regarding usage of all substances before use.
- Workers shall wear norsal sponges to avoid inhaling toxic chemicals.

Prepared by:	Approved by:
Sign: EWOI	Sign:
Name: SSEMAKULA Moses	Name:
Title: Security officer	Title:

#### GUIDELINES FOR MINIMIZING DEFICITS IN THE CASH FLOW OF A BUSINESS.

### BUDDO FURNITURE WORKSHOP.

**BFW** 

Title:....

### P.O BOX 34, KAMPALA.

TEL: 0786776765.

"Dealers in producing and selling of high quality furniture products"

### GUIDELINES FOR MINIMIZING DEFICITS IN THE CASH FLOW OF THE BUSINESS.

- Increasing sales shall be done for example through sales promotion.
- Delaying payments of worker's salaries and wages shall be done by the financial manager.
- There shall be increase in prices of goods and services.

Reducing the planned expenditures shall be done.

Title:....

- Borrowing money from other sources shall be done for example from banks.
- Minimizing credit sales shall be done.
- There shall be ploughing back the profits obtained from sale...
- Delaying increment of some planned expenses shall be done.
- There is carrying out strict monitoring and control of cash inflows and outflows for example proper budget control.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:

### GUIDELINES FOR PROPER HANDLING AND STORAGE OF MATERIALS IN KAMU KAMU JUICE MAKING PLANT.

### KAMU KAMU JUICE MAKING PLANT.

**KKJMP** 

#### P.O BOX 45, KOTIDO.

TEL: 0757654321.

"Dealers in producing and selling of packed quality juice"

### GUIDELINES FOR ENSURING PROPER HANDLING AND STORAGE OF PROJECT MATERIALS.

- Removing materials and other items that are not frequently used from the work area and stored away. Such items should only be put outside the storage facility when they are going to be used shall be done.
- o There shall be provision of convenient storage facilities like racks for tools, raw materials, finished and semi-finished products shall be done
- Using a spacious store build under standard specifications for storage purposes for example the materials shall be stored in dry and safe places to avoid dampness.
- There shall be provision of facilities for handling and removing products or raw materials from one place to another such as moving racks, cranes, and other mechanical aids that can be used when moving heavy loads.
- There shall be use special designed pallets such as trays to hold and move raw materials, semi-finished and finished goods.
- Using store ledgers, bin cards and others for numbering and classifying materials in the store shall be done.
- Use of coolers or refrigerators where need be i.e. if the raw materials require conditions which are cool like milk, fish, meat and others shall be done.
- o Materials shall be stored in easily accessible places especially if they are heavy or bulky.
- Expired or out dated materials shall be disposed off to avoid contamination with the good on

If materials are branded, they shall be stored in different storage areas.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

### GUIDELINES FOR HANDLING OF MACHINERY IN NAKITORO BAKERS LIMITED.

#### NAKITORO BAKERS LIMITED.

**NBLT** 

### P.O BOX 34, MITYANA.

TEL: 0754321234.

"Dealers in producing and selling of high quality bakery products"

### **GUIDELINES FOR HANDLING OF MACHINERY.**

- Switching off machines shall be done in case of any break down and report immediately to the production technician if there is anything wrong with any machine than one trying to mend it yourself.
- Checking machines thoroughly shall be done to find out whether all levers are in proper positions before they are switched on for use.
- Following instructional labels and guidelines on the use of machines so as to know the safety rules regarding the machines before using them shall be done
- There shall be making sure that they are well maintained and have no broken or unstable parts through regular servicing.
- Avoiding using machines for something they are not designed for shall be done
- Switching off production machines whenever they are not in use or when there is something wrong with it shall be done.
- Ensuring close monitoring and supervision of workers and the production process by the foremen or engineers shall be ensured.
- Ensuring proper connection of machines shall be done to avoid power short circuits and damage to machines.
- Cleaning of the machines frequently and oiling all hand lubricating points shall be done daily to minimize wear.
- Training of workers on the use and maintenance of machinery to minimize accidents and damage shall be done.
- There shall be attaching of proper guards or warning labels to dangerous moving parts and power transmission equipment.
- Re-designing facilities like guards which interfere with visibility, production or maintenance shall be done to allow seeing of what one may be doing.
- There shall be use of mechanical devices for feeding machines to avoid hazards and increase production.
- Using trained and experienced labor force to avoid accidents shall be done.
- Covering machines while not in use shall be done.
- Making use of closest power point when plugging in the machines shall be done.
  - Avoid messing up with machines if still running or plugged in shall be done.

#### GUIDELINES TO BE FOLLOWED WHEN SELLING YOUR PRODUCTS ON CREDIT.

# HMK BEAUTY SALOON P.O BOX 77, KAMPALA.

**HMKBS** 

TEL: 0756890754.

"Dealers in all beauty products"

# GUIDELINES TO BE FOLLOWED WHEN SELLING PRODUCTS ON CREDIT.

- ❖ Cash discount shall be allowed to customers (who pay promptly) of 20% for one month.
- ❖ The maximum credit period shall be two months.
- ❖ Conflicts or misunderstandings shall be settled by the counts of law.
- ❖ Credit sales shall attract a higher price than cash sales.
- ❖ Down payment of 30% shall be required.
- ❖ A penalty shall be charged in case of delayed payment i.e. 5% of credit sales.
- ❖ Credit sales exceeding shs 20,000,000 shall be granted to customers who offer collateral security.
- Credit sales shall be authorized by sales manager.
- ❖ Credit sales shall be given to well-known and trust worthy clients or customers.
- ❖ The maximum amount of credit sales shall be shs 20,000,000 to any client.
- ❖ All credit sales shall be properly documented.
- ❖ An agreement shall be signed between the business and the credit customer before giving him or her the products on credit.

Prepared by:	Approved by:
Sign: ACWIORUR	Sign:
Name: AGABA KYU	Name:
Title: SALES MANAGER	Title:

### VEHICLE OR BUS MAINTAINACE POLICY FOR LINK TRANSPORTERS UGANDA.

### LINK TRANSPORTERS UGANDA.

LTU

### P.O BOX 12, KABALE.

TEL: 0765432123.

"For better transportation of people and their goods"

### BUS MAINTAINACE POLICY OF LINK TRANSPORTERS UGANDA.

- Drivers shall first check on the status of the bus before starting the journey.
- Buses shall be serviced regularly.
- Buses shall be used for only official journeys.
- Smoking shall not be allowed inside or near the bus or parking yard.
- Buses shall be cleaned every day before starting the journey.
- Only qualified drivers shall drive the buses.

Prepared by:
Sign: 2w2770
Sign: .....
Name: LUBEGA JOHN
Title: VEHICLE ENGINEER
Title: .....

### GUIDELINES FOR ENCOURAGING ENSURING TAX COMPLIANCE

#### RITAH SAVAGE BEAUTY SALOON.

RITAH SAVAGE

### P.O BOX 55, KAMPALA.

TEL: 0795000170.

"Dealers in all beauty products"

### GUIDELINES FOR ENSURING TAX COMPLIANCE.

- By widening the tax base shall be done through using the taxes to set up taxable income activities like industries in different communities.
- By shortening the tax payment procedures shall be done to encourage people to pay taxes.
- By charging lower amounts of taxes from enterprise shall be done to encourage investments.
- There shall be showing of accountability on the usage of tax revenue to encourage people to pay taxes.
- Imposing penalties or fines shall be done to tax evaders to encourage people to pay taxes.
- Encouraging tax compliance by eliminate corruption and embezzlement of funds which at times discourages tax payers shall be done.
- There shall be sensitizing of masses on the role of taxation so that they can willingly pay taxes.
- Strengthening the tax implementation laws shall be done to reduce tax evasion and avoidance.
- There shall be using of trained personal so as to improve tax collection and avoid relying on unskilled personal in tax collection system.
- There shall be ensuring of political stability in all different parts of the country so as to boost different economic activities from which the tax revenue can be collected.
- There shall be praising and rewarding tax —compliant tax payers for example with certificate of recognition from Uganda revenue authority (URA).
- Developing a tax payer friendly system of collection to reduce the rate of tax evasion and increase the amount of tax collection shall be done.

Prepared by:	Approved by:
Sign: RITAH Savage	Sign:
Name: RITAH Savage	Name:
Title: PROJECT MANAGER	Title:

## GUIDELINES TO ENSURE PROPER MANAGEMENT OF INVENTORY IN WESTLAND BAKERS LIMITED.

#### WESTLAND BAKERY LIMITED.

**WQTY** 

#### P.O BOX 3457, MASAKA.

TEL: 0757932123.

"Dealers in producing and selling of bakery products"

# GUIDELINES FOR ENSURING PROPER MANAGEMENT OF INVENTORY IN THE PRODUCT.

- Physical stock taking shall be conducted periodically for example weekly in the bakery.
- Overstocking and understocking shall not be done.
- Stock requisition and issues from shall only be filled in and presented to the stores department by authorized workers or user departments.
- The re-order level for bakery per week shall be 40% of supplies.
- An experienced storekeeper shall be employed to ensure proper custody of inventory.
- The maximum stock level for bakery products shall be two tonne every month so as to meet market demand.
- Proper stock cards shall be maintained by all bakery departments for recording stock movement.
- Stock reconciliation exercise shall be conduct in all bakery stores on the last day of each month
- All inventory received and issued out shall be properly documented.
- Timely replacement of raw-materials or inventory shall be done to enable continuity of the production process.
- Stock records shall be regularly documented.
- Materials shall be obtained from suppliers with a shorter lead time for example two days after placing an order.
- Monitoring and supervision of staff working in the stores shall be done.
- The appropriate lead time for receiving bakery raw-materials and other needed items shall be one week.
- The reorder level shall not be too high to reduce tying up much investment in inventory and to reduce store costs.
- The working capital for the bakery products per month shall be 7,000,000 shillings.
- Well trained and experienced workers shall be employed to protect inventory in the store.
- Better machines and equipments shall be used while handling bakery inventories.
- Stock ledgers shall be provided and filled in by all bakery stores to show receipts, issues and inventory balance.
- Appropriate and adequate storage facilities shall be used for the bakery inventories.

## CREDIT POLICY OR TERMS AND CONDITIONS FOR BORROWING FROM KAGAVU TEACHER'S SAVINGS AND CREDIT MICRO-FINANCE PROJECT.

#### KAGAVU TEACHER'S SAVINGS AND CREDIT CO-OPERATIVE PROJECT LIMITED.

P.O BOX 45, MITYANA.

KTSACCPL

TEL: 0775434567.

"For better standards of livings"

#### TERMS AND CONDITIONS FOR LENDING.

- The loan size shall not exceed 10,000,000 shillings.
- The credit period to be allowed shall not exceeds four years.
- ➤ The interest rate shall be 10% per year payable on reducing balance methods.
- ➤ Borrowers for loans exceeding shs 10,000,000 shall first present a collateral security whose value if liquidated is equal or greater than the loan size.
- ➤ The loan applicant shall open an account with the micro-finance institutions.
- ➤ Both micro secured and un-secured loans shall be offered.
- Loans shall be given out after a formal agreement between the borrower and the loans officer which must be endorsed by the general by the general manager. This will act as a loan application form which shall be approved by the committee before the loan is given out.
- > Two guarantors and one endorser shall be required to sign the borrowers loan application form. These shall be credible people.
- Employees shall not act as loan guarantors or endorsers of loans to borrowers.
- ➤ The micro-finance shall operate within the geographical area of Kagavu, Kasozo, Zigoti, Tanda, Kyankowe and Nakitoro. Therefore, the collateral security shall be within those geographical areas.
- The loan applicant shall produce proper identification before a loan is granted. This may be a national identity card, voters card, driving permit, passport etc.
- > Ownership of shares shall not be used as a collateral security to secure a loan.
- A penalty fee of 20% shall be imposed for late payment of the loan.

PREPARED BY:	APPROVED BY:
SIGN: WELTYU	SIGN:
NAME: KAVUMA MOSES	NAME:
TITLE: LOAN OFFICER	TITLE:

## HUMAN RESOURCE POLICY OR CODE OF CONDUCT TO ENSURE DISCIPLINE IN KK RESTAURANT PROJECT.

#### KK RESTAURANT PROJECT.

**QWER** 

#### P.O BOX 33, KAMPALA.

TEL: 0775431234.

"Dealers in producing and selling of high quality food stuffs"

## <u>CODE OF CONDUCT FOR THE STAFF MEMBERS OF THE PROJECT TO PROMOTE DISCIPLINE.</u>

- Employees shall observe the project work timetable by reporting at work around 7:00 am and leaving work by 06:00 p.m.
- Workers shall not report to work while drunk or involve in drinking of alcohol while at work as well as smoking.
- The company work shall not steal a project property.
- Employees shall not intentionally damage any company property, instead he or she shall protect the project properties.
- Employees shall not fight while at work.

Prepared by

- A project employee shall not release the project secrets or information to rivals or outsiders without permission.
- Employee shall not bring in unauthorized persons or visitors into the project premises.
- Employees shall put on uniform while at work or dress descent at all times.
- No project worker shall get involved in any criminal or legal activities in and out-side the project in order to avoid tarnishing the name of the activities.
- The project worker shall obey the immediate supervision and any other official in management.
- No project worker shall participate in unauthorized strikes, lock outs or trade union activities.
- A project worker shall not involve him-self or her-self in indecent behaviour like committing adultery, fornication etc.
- Employees shall follow the right procedures when presenting any issue of concern like complaint, suggestions etc.
- A company work shall perform his or her duty carefully and committedly at all times, without any neglect of duty.
- A project worker shall not oppress, discriminate or victimize another worker.
- Employees shall use appropriate safety devices while doing business work.

approved by:
Sign:
Name:
Title:

Annroyed by

## POLICY GUIDELINES FOR ENSURING PROPER WORKING RELATION OR EMPLOYER – EMPLOYEE RELATIONS.

#### WESTLAND BAKERS LIMITED.

**WBBLD** 

### P.O BOX 112, MBALE.

TEL: 0757090989.

"Dealers in producing and selling of high quality bakery products"

### POLICY GUIDELINES FOR ENSURING GOOD EMPLOYER - EMPLOYEES RELATIONS.

- There shall be proper motivation of employees for example giving them fringe benefits.
- Workers shall be treated with dignity and respect.
- Promoting economic satisfaction of workers shall be done for example through giving them basic needs such as clothes, food and shelter.
- Knowing workers well and by names shall be done by the employer.
- There shall be creating a favourable working environment.
- There shall be encouraging the use of proper communication while communicating to employees.
- Ensuring sympathy shall be done.
- Putting in place proper ways of handling conflicts or grievances shall be done.
- There shall be provision of good leadership for example exemplary leadership.
- Employees shall be allowed to take part in decision making process of the business.
- Promoting employees shall be done in an organization on merit.
- Showing proper accountability to employees shall be done.

Prepared by:	Approved by:
Sign: հաշկիկիրիային	Sign:
Name: Kayendeke Martha	Name:
Title: Human Resource Manager	Title:

#### GUIDELINES FOR DESIGNING PRODUCTS IN ABX BAKAERS LIMITED.

#### ABX BAKERS LIMITED.

ABXBL

#### P.O BOX 66, LUWEERO.

TEL: 0772123456.

"Dealers in producing and selling of high quality bakery products"

## **GUIDELINES FOR DESIGNING PRODUCTS OF THE PROJECT.**

- The bakery product shall be designed so as to meet or satisfy the customer's needs or wants.
- The acceptable bakery product standard on the government policy on designing bakery products shall be considered.
- The national bureau of standards bakery product standard shall be considered.
- The technology or machinery to be used in making the bakery product shall be considered.
- The level of technical skills required or labour skills required in making the bakery products shall be considered.
- The effect of the natural environment on the bakery product shall be considered or the environment impact assessment shall be considered.
- The feasibility and viability of the bakery products shall be considered i.e. the desired level of profits shall be considered.
- The quality of the bakery products to be designed shall be considered.
- The nature or availability of the bakery product packaging materials shall be considered.
- The cost of producing the bakery product shall be considered.
- The availability of bakery raw-materials shall be considered when designing the bakery products for example wheat, clean water and other raw-materials like sugar.
- The level of competition shall be considered so as to produce high quality bakery products.
- The bakery product shall be designed to have attractive product features like colour, shape, brand name, life span and weight.

Prepared by:	Approved by:
Sign: <u>699.959555</u> %	Sign:
Name: SSERWADDA HUSSIN	Name:
Title: PRODUCTION MANAGER	Title:

## GUIDELINES FOR FOSTERING ENTREPRENEURIAL MOTIVATION AMONG THE DIRECTORS OF WESTLAND BAKERS LIMITED.

#### WESTLAND BAKERS LIMITED.

**WBL** 

#### P.O BOX 55, MPIGI.

TEL: 0757123456.

"Dealers in producing and selling of high quality bakery products"

### **GUIDELINES FOR FOSTERING ENTREPRENEURIAL MOTIVATION.**

- 1. Developing a positive attitude towards business and entrepreneurship as a whole shall be done. This can be achieved by associating with the positive side of the business and neglecting negative comments about business.
- 2. Setting realistic goals to be achieved shall be done and these must be in line with the available resources struggle to use the available resources to make ends meet i.e. achieve the set goals and objectives.
- 3. Carrying out periodical evaluation of yourself and the business operated to determine the level of achievement and draw other plans to achieve more in future shall be done.
- 4. There shall be having trust in one's self, bearing in mind that success comes to those who believe in getting it.
- 5. Opportunity seeking shall be done. Individuals must search for opportunities if they are to achieve entrepreneurial motivation.
- 6. Being creative shall be done i.e. always develop ways of doing things in a unique way.
- 7. Learning from past experiences shall be done.
- 8. Networking with successful entrepreneurs shall be done to acquire their thinking, mannerisms and characteristics
- 9. Being result oriented shall be done. This involves focusing on specific problems and taking actions to solve the problem
- 10. Setting work objectives that are achievable with an impact shall be done.

Prepared by:	Approved by:
Sign: WERRT eds. mossesfreque plylif	Sign:
Name: NANKIINGA AISHA	Name:
Title: ENTREPRENEUR	Title:

## GUIDELINES FOR SELECTING MACHINERY, TOOLS AND EQUIPMENT FOR SPICE JUICE PROCESSING PLANT.

#### SPICE JUICE PROCESSING PLANT.

**SPIPP** 

#### P.O BOX 22, KAMPALA.

TELL: 0765213478.

"Dealers in producing and selling of high quality packed juice"

## GUIDELINES FOR SELECTING MACHINERY, TOOLS AND EQUIPMENTS FOR THE PROJECT.

- Machines that are cheaper shall be selected to minimize production costs.
- Machines, tools and equipments with a high capacity shall be bought so as to produce large output.
- Machines from suppliers with favourable terms and conditions of payment like credit and installment basis shall be selected.
- Machines shall be selected from a nearby source to reduce transport costs.
- Machines that are efficient and capable of performing without mechanical breakdown shall be selected to enable continuity of production.
  - Durable machines shall be selected so as to use them for a long period of time without breakage.
- Machines, tools and equipments that are user friendly shall be selected to ensure simplicity and ease in machine usage.
- Machines whose spare parts are available shall be selected to enable easy replacement.
- Machines from suppliers with shorter lead time shall be selected to enable continuity of production.
- Machines tools and equipment that are friendly to the environment shall be selected so as to conserve the environment.
- Machines that are easy to maintain and repair shall be selected to enable continuity of the production process.
- Machines that are capable of changing the mode of production depending on the changing tastes and preferences of customers shall be selected to ensure flexibility.
- Machines whose complementary parts are readily available shall be selected.
- Machines shall be bought from suppliers of longer period of guarantee to enable quick replacement in case of mechanical breakdown.

Prepared by:	Approved by:
Sign: <u>WEISSUCSUS</u> .	Sign:
Name: MWIKIRIIZE K Edson.	Name:
Title: PURCHASING MANAGER	Title:

#### ENVIRONMENT IMPACT ASSESSMENT POLICY.

#### PEOPLE POWER COOKING OLI PRODUCERS LIMITED.

**PPCOL** 

#### P.O BOX 99, KYADDONDO.

TEL: 0753560987.

"Dealers in producing and selling of high quality packed cooking oil"

### **ENVIRONMENT IMPACT ASSESSMENT POLICY.**

- Employees shall treat waste products before disposal.
- Proper packaging materials that do not litter the soil structure shall be selected.
- Non-bio-degradable packaging materials shall be used.
- Warning labels and signposts shall be put in place to warn people about the dangerous zones of the business.
- Workers shall constantly be supervised to ensure that they comply with the set standards and regulations.
- There shall be a gazzated place for disposal of waste products.
- Already used materials shall be recycled to avoid dumping them.
- The fumes from the industrial machines shall be channeled but not to let them spoil the atmosphere.
- Less hazardous substances shall be used in the production process.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES TO ENSURE PROPER MOTIVATION OF EMPLOYEES IN MARTHA BAKERS LIMITED.

#### MARTHA BAKERS LIMITED.

**MBL** 

#### P.O BOX 77, ENTEBBE.

TEL: 075432134.

"Dealers in producing and selling of high quality bakery products"

### GUIDELINES FOR MOTIVATION OF EMPLOYEES IN THE PROJECT.

- There shall be promoting of workers on merit.
- Ensuring open communication shall be done.
- There shall be undertaking of performance appraisal.
- Organizing staff parties and giving out gifts shall be done.
- There shall be proper management of discipline at the work place.
- Giving timely and adequate remuneration or payments shall be done.
- Giving employees fringe benefits such as side pay, general welfare, transport, housing allowance shall be done.
- There shall be provision of on job training to employees and sponsoring
- Involving workers in decision making shall be done.
- There shall be ensuring of good working conditions to workers.
- Special monthly recognition shall be carried out.
- Practicing transparent management in business shall be done.
- Sharing and showing concern for worker's problems shall be done.
- Giving employees special rewards shall be done.
- Giving workers job security shall be done for example appointment letters.
- Encouraging team work within an enterprise shall be done.

Prepared by:	Approved by:
Sign: MARTHA	Sign:
Name: MAWANDA Gadafi	Name:
Title: HUMAN RESOURCE MANAGER.	Title:

#### POLICY GUIDELINES FOR PRESENTING BUSINESS PRODUCTS TO CUSTOMERS.

#### FRED TEA PROCESSING PLANT.

**FTPP** 

Title:....

### P.O BOX 88, KASSANDA.

TEL: 0765432123.

"Dealers in producing and selling of high quality packed tea products"

## **GUIDELINES FOR PRESENTING BUSINESS PRODUCTS TO CUSTOMERS.**

- Presentation aids like charts, photographs and catalogues shall be used to back up the product.
- Customer's privacy, convenience and ability to use the product shall be considered.
- The target customer's needs shall be considered.

**Title: SALES MANAGER** 

- Samples and guarantees shall be given to back up the product.

Prepared by:
Sign: ERTTR.
Sign: Sign:
Name: SSEBINA FRED.

Approved by:
Sign:
Name:

### GUIDELINES FOLLOWED ON RECEIPT OF ITEMS FROM SUPPLIERS.

#### KALWANA MAIZE MILLERS LIMITED.

**KMML** 

### P.O BOX 34, KASSANDA.

TEL: 0758324867.

"Dealers in producing and selling of maize flour"

### GUIDELINES TO BE FOLLOWED ON RECEIPT OF ITEMS FROM SUPPLIERS.

- The quantity of goods delivered shall be checked against the order.
- All goods received shall be entered in the stock ledger card under receipts.
- The goods received note shall be signed along with the delivery note.
- Damages shall be checked to ensure that those damaged in transit are returned.
- The delivery documents shall be checked against the order.
- Deliveries which do not correspond with the order shall be rejected.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES TO BE FOLLOWED BY THE SALES WORKERS WHEN HANDLING DIFFICULTY CUSTOMERS.

#### KYAGULANYI FARM ENTERPRISES LIMITED.

**KFEL** 

P.O BOX 67, SOROTI.

TEL: 0765434589.

"Dealers in selling of farm inputs"

### **GUIDELINES FOR HANDLING DIFFICULT CUSTOMERS.**

- Customers objections shall be acknowledged and fairly evaluated.
- The words used by customers and the feelings expressed shall be carefully listened.
- Customers shall be given a chance to open up so as to understand the basis for their being difficult.
- Suggestions shall be made to customers to look at the issue or subject matter later.
- In the process of convincing customer's arguments shall be held until when the customer is ready for them.
- Compensations by price reductions, refund or replacements of goods shall be given to customers in case the previous purchases had a problem like damage.
- Refunding the money of the difficulty customers.
- Convincing the difficult customer that the mess will not occur again in case of minor issues.
- Reporting some difficult customers to business top management or administrators.
- Replacing of the un-wanted products sold to difficult customer.
- Giving the difficult customers enough time to open up and give all the details of the complaints.
- Assigning well trained members to manage difficult customers.
- Taking legal action against bad debtors.
- Avoiding selling on credit to customers who take long to pay debts.
- Addressing the difficult customer's complaints immediately if possible.
- Calling or inviting security workers to handle a difficult customer who becomes violent or who was caught stealing.
- Apologizing to the difficult customer orally or in writing for the case of minor complaints.
- Receiving willingly and acknowledging the difficult customer's complaints.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## POLICY GUIDELINES THAT SHALL LEAD TO TERMINATION OF THE CONTRACT WITH WAKISO DISTRICT LOCAL GOVERNMENT.

#### ABX CONSTRUCTION COMPANY LIMITED.

**ABXCCL** 

#### P.O BOX 22, KAMPALA.

TEL: 0757902134.

"Dealers in building and construction"

## POLICY GUIDELINES FOR THE TERMINATION OF THE CONTRACT WITH WAKISO DISTRICT LOCAL GOVERNMENT.

- The contract shall be terminated once the construction and payments has been done.
- The contract for construction shall be terminated when the construction company and wakiso district local government have agreed to terminate it.
- The contract shall be terminated if there is breach in the contract due to failure to perform by the construction company or to pay by the district without any satisfying reasons.
- The contract shall be terminated f the courts of law decides to terminate it due to declaration of a bankruptcy to either parties or formation of a new contract or substitution.
- Any situation that shall hinder fulfillment of the constructions shall lead to its termination for example outbreak of a war.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## POLICY GUIDELINES TO BE FOLLOWED WHILE MAKING BUSINESS PRODUCTS UNIQUE.

#### WESTLAND BAKERS LIMITED.

**WBLD** 

P.O BOX 67, JINJA.

TEL: 0757123456.

"Dealers in producing and selling high quality bakery products"

## POLICY GUIDELINES TO BE FOLLOWED WHILE MAKING BUSINESS PRODUCTS UNIOUE.

- There shall be use of colours which are different from the rivals.
- There shall be shaping of products in shapes which are different from their competitors.
- Providing discounts to customers shall be done.
- There shall be use of advertisement means which are different from those of competitors.
- There shall be use of proper and attractive packaging materials which are different from business competitors.
- Designing and developing products in sizes which are different from the competitors shall be done.
- There shall be use unique brand names which are different from those of competitors.

- Providing after sales services to customers shall	be done for example free transport and advice.
Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

### CODE OF CONDUCT FOR NEGOTIATION.

### JINJA MILK SUPPLIERS.

KMS

## P.O BOX 11, JINJA.

TEL: 0773412345.

"Dealers in buying and selling of high quality packed milk"

## **CODE OF CONDUCT FOR NEGOTIATION.**

- The negotiation tactics shall be carefully determined.
- Aright negotiation climate shall be created.
- The subject matter and objectives of the meeting shall be stated.
- Depending on the strategy selected, the position shall be stated on the other party shall respond to the opening statement.
- Interest shall be stated, depending on the strategy to use and emphasis shall be put on commonalties.
- An agreement shall be sought or reaching an agreement.
- Negotiations shall be ended.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## MEMORANDUM OF ASSOCIATION FOR WESTLAND COSMETICS LIMITED P.O. BOX 278 MITYANA

#### WESTLAND COSMETICS LIMITED

WTLD

#### P.O. BOX 278 MITYANA

TELL: 0757090902

"Dealers in producing and selling of cosmetics products"

### MEMORANDUM OF ASSOCIATION.

- (i) Name clause, Westland cosmetics limited.
- (ii) **Situation clause,** located a long mityana- kampala road 01 km from zigoti trading centre opposite JJ coffee processing plant in mityana district (Uganda).
- (iii) **Capital clause,** it offers ordinary and preference shares at a value of shs 500 and shs 800 respectively per share, it wishes to have a total share capital of shs 20,000,000.
- (iv) **Liability clause**, the liability of the members is limited to the amount of capital contributed.
- (v) **Objects clause,** the major objectives for the company formation are.

To extend beatification services to people at low and affordable prices.

To improve people's standards of living.

To earn income to the share-holders.

(vi) **Declaration clause,** we under-signed declare that we have mutually agreed to establish a public limited company on this 20<sup>th</sup> June 2018.

1	SIGNATURE	.NAME	.DATE
	SIGNATURE		
3	SIGNATURE	.NAME	DATE

## A PARTNERSHIP DEED OR AGREEMENT FOR WESTLAND BAKERY P.O. BOX 123 MITYANA.

## WESTLAND BAKERY. P.O. BOX 123 MITYANA.

WTL

TELL: O797080602.

"Dealers in producing and selling of bakery products"
PARTNERSHIP DEED FOR WESTLAND BAKERY.

- (i) The name, registered address and location of the business shall be Westland bakery P.O. box 123 mityana located a long kampala- mityana road 01 km from zigoti trading town council opposite GG tea processing plant in mityana district.
- (ii) **Purpose of the business**, is offering bakery products like cakes, daddies and breads.
- (iii) **The name, address and occupation of partners** are Ssemakula Brian a teacher, Ssemakula moses a trader residing in mityana central, Katava Isaac a teacher residing in zigoti town council.
- (iv) The nature of partners shall be as follows.Ssemakula Brian a dormant partner.Katava Isaac and Ssemakula moses active partners.
- (v) **The capital** shall be contributed equally by all partners.
- (vi) **The profits and losses** shall be shared in the ratio of 1:2:2 respectively.
- (vii) **The partner** shall be entitled to drawings not exceeding shs 2,000,000 per year and the interest on drawings shall be 05/100.
- (viii) The salary to active partners shall be shs 300,000 per month.
- (ix) The interest payable on capital contributed by partners shall be 10%.
- (x) **Loans from partners** shall attract an interest rate of 08% per annum.
- (xi) **Conflicts** among partners shall be settled by counts of law.
- (xii) **The partnership** shall be dissolved in case one of the partners dies and the dissolution procedures shall be sharing all assets of the business equally after clearing all business debts.
- (xiii) No new partner shall be admitted without consent of all partners.
- (xiv) **Good-will** shall be calculated basing on the length of the service.
- (xv) **Books of accounts** shall be kept in a principle place accessible to all partners.
- (xvi) **The partnership** shall be permanent in nature.
- (xvii) **The management committee** shall be elected democratically by all members and shall serve for five years only.

**Declaration by partners.** 

1. Sign:	3. Sign:
Name:	Name:
Date	Date:
2. Sign:	
Name:	
Date	

#### POLICY GUIDELINES FOR EMPLOYEES RETENTION.

#### WESTLAND BAKERS LIMITED.

WBL

### P.O BOX 44, MITYANA.

TEL: 0757234567.

"Dealers in producing and selling of high quality bakery products"

### POLICY GUIDELINES FOR EMPLOYEE'S RETENTION.

- **→** Ensuring good working conditions to workers shall be done.
- → Handling workers conflicts or grievances fairly shall be done.
- **→** Showing concern for worker's problems shall be done.
- **→** There shall be promotion of team work.
- → Using performance appraisal forms shall be done.
- **→** Involving workers in decision making shall be done.
- **→** There shall be proper management of discipline.
- **→** There shall be promoting workers on merit.
- → Having a clear promotion criterial shall be done.

Prepared by:	Approved by:	
Sign:	Sign:	
Name:	Name:	
Title:	Title:	

#### POLICY GUIDELINES TO ENSURE SUCCESS OF THE BUSINESS.

#### WESTLAND BAKERS LIMITED.

WBL

### P.O BOX 90, NAKAPIRIPITI.

TEL: 0765433456.

"Dealers in producing and selling of high quality bakery products"

### POLICY GUIDELINES TO ENSURE SUCCESS OF WESTLAND BAKERS LIMITED.

- Selecting appropriate business location or site shall be done i.e. in a place where there is market.
- There shall be inviting experts in the field of management.
- Employing or hiring trained personnel in the business shall be done.
- There shall be ensuring of appropriate business size.
- Ensuring proper pricing of business products shall be done.
- Ensuring proper management of business and workers shall be done i.e. close monitoring and supervision.
- Practicing good customer care shall be done to sustain customers.
- Ensuring proper remuneration packages to workers shall be done.
- Sales promotion and advertising as well as personal selling shall be done.
- Ensuring effective communication in business shall be practiced.
- Using appropriate technology or production of high quality products shall be done through use of high quality inputs.
- Ensuring proper record keeping shall be done.
- Exchanging of information with other firms of various issues (networking) shall be done.
- Conducting regular market research shall be done.
- Minimizing or limiting drawings from the business shall be done.
- Encouraging informal guidance and counseling of the indiscipline members shall be done.
- Advising and encouraging registration of the business shall be done.
- Spelling out clearly the specific roles and functions to be performed by every member shall be done.
- Setting clear goals and objectives shall be done.

Prepared by:	Approved by:
Sign: QWER>	Sign:
Name: SSEMUGABI Richard	Name:
Title: Project manager	Title:

## POLICY GUIDELINES TO ENSURE EFFECTIVE PERFORMANCE APPRAISAL IN WESTLAND BAKERS LIMITED.

#### WESTLAND BAKERS LIMITED.

**WBLD** 

#### P.O BOX 4566, MASAKA.

TEL: 0765432123.

"Dealers in producing and selling of high quality bakery products"

## POLICY GUIDELINES TO ENSURE EFFECTIVE PERFORMANCE APPRAISAL IN THE PROJECT.

- **→** There shall be face to face interaction between the employee and evaluators.
- → There shall be reflection of objectives of the appraisal system in a clear way or clarity of objectives.
- **→** Rewarding employees with incentives shall be done.
- **→** There shall be communication and giving feedback.
- → Better relationship between the employer and employee shall be ensured.
- **→** There shall be proper monitoring of the appraisal system.
- → All stake-holders shall be involved in performance e appraisal system.
- **★** Maintenance of performance records of all appraisal events shall be done.
- → There shall be ensuring proper flexibility of the system for example through reviewing and revising periodically after a full discussion with employees.
- **→** There shall be seniority in the position of appraiser.

**♦** There shall be training of employees and evaluators.

★ There shall be proper facilitation of employees to work to their best or motivation of employees.

There shall be training of this jobs and	
Prepared by:	Approved by:
Sign:	Sign:

#### GUIDELINES FOR FIGHTING POVERTY IN KAGAVU COMMUNITY.

#### KAGAVU CRAFTS MAKING SOCIAL ENTERPRISE.

KCMSE

## P.O BOX 41, MITYANA.

TEL: 0757231234.

"Dealers in making and selling of high quality crafts products"

### **GUIDELINES FOR FIGHTING POVERTY IN KAGAVU COMMUNITY.**

- Technical vocational skills shall be provided.
- Community sensitization shall be encouraged.
- The business shall diversify its activities to benefit the whole community.
- The management shall be efficient in its dealing with people i.e. no practice of corruption.
- The business shall advocate for stable prices for products.
- Members shall be encouraged to form groups.
- The business shall encourage community members to carryout agricultural development projects.
- The business shall empower women in the community.
- The enterprise shall get involved in sanitation programmes of the community.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

#### GUIDELINES FOR MAXIMIZING PROFITS IN BUSINESS.

#### HAHA MILK PROCESSORS LIMITED.

HHMPL

### P.O BOX 55, KAMULI.

TEL: 0765430987.

"Dealers in buying and selling of high quality packed milk"

### GUIDELINES FOR MAXIMIZING PROFITS IN THE PROJECT.

- ✓ Charging higher prices shall be done.
- ✓ Employing cheaper skilled labour like part-time workers shall be done.
- ✓ Taking advantage or making use of the available facilities for example building shall be done.
- ✓ Producing and selling high quality goods or services shall be done.
- ✓ Being creative and innovation shall be encouraged.
- ✓ Motivating sales personnel to increase sales.
- ✓ There shall be use of cheaper packaging materials.
- ✓ Using cheaper advertising medias like radio shall be done.
- ✓ Buying high quality raw-materials or stock from cheaper sources in bulky shall be done.
- ✓ Credit sales shall be reduced to avoid bad debts.
- ✓ Few workers shall be employed.
- ✓ Prices shall be increased.
- ✓ Reducing fringe benefits shall be done.
- ✓ Low pay shall be done.
- ✓ Making employees to work for long hours shall be done.
- ✓ Sales promotion shall be practiced to attract customers.
- ✓ Unnecessary costs shall be reduced.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES TO BE FOLLOWED WHILE OVERCOMING SHOP-LIFTING IN WESTLAND SUPERMARKET.

#### WESTLAND SUPERMARKET.

**WSPM** 

### P.O BOX 66, KAMPALA.

TEL: 0777435670.

"Dealers in selling of all kinds of household things"

## GUIDELINES TO BE FOLLOWED WHILE OVER-COMING SHOP-LIFTING.

- ✓ There shall be installation of security surveillance gadgets like cameras, mirrors etc. in the shop.
- ✓ Having security guards at the entrance shall be done.
- ✓ Entrants shall be made to leave luggage at the entrance.
- ✓ There shall be employing of many shop-attendants to be strategically stationed inside the shop premise.
- ✓ Rebranding of products bearing name of the enterprise shall be done.
- ✓ Customers shall be made to surrender receipts or cash sale slips to the guards at the entrance for checking.

Prepared by:	Approved by:
Sign: weerototoggk	Sign:
Name: KABUYE Nicholas	Name:
Title: SECURITY OFFICER.	Title:

## GUIDELINES TO ENSURE PROPER LIGHTING AROUND THE WORK PLACE OF WESTLAND BAKERS LIMITED.

#### WESTLAND BAKERS LIMITED.

**WBLD** 

#### P.O BOX 22, MUKONO.

TEL: 0754321234.

"Dealers in producing and selling of high quality bakery products"

## GUIDELINES FOR ENSURING PROPER LIGHTING AROUND THE PRODUCT''

- Maximizing the use of natural lighting system shall be done shall by providing enough ventilators windows and doors.
- Proper colour of paint shall be used which can easily reflect enough light for instance painting the ceiling and walls with white or bright colours and ensure that walls are kept clean.
- There shall be providing artificial lightening where necessary adequate for any type of work being done. For example, adding light sources by installing reflectors or repositioning of existing lights.
- Reducing obstruction and eyestrain from shall be done by repositioning of lamps or shielding further, workers should be positioned in a way that they do not face bright light from windows or other sources.
- There shall be making of arrangements to lock out light completely in cases where it is not needed. However, one should ensure that there is enough air circulation for example in photo studios especially where development of films is done.
- Cleaning windows regularly to let in light especially glass windows shall be done.
- There shall be adding skylights and ensuring that they are always kept clean.
- Cleaning and maintain light fixtures and replacing bulbs regularly shall be done.
- Providing specific lighting or adjustable lamps for special type of work shall be done.

Prepared by:	Approved by:
SIGN:	SIGN:
NAME:	NAME:
TITLE:	TITLE:

## GUIDELINES TO ENSURE PROPER WORK ORGANIZATION IN KYANKOWE SUGAR WORKS LIMITED.

### KYANKOWE SUGAR WORKS LIMITED.

KKSWL

### P.O BOX 32, IBANDA.

TEL: 0757090989.

"Dealers in producing and selling of high quality packed sugar"

## **GUIDELINES FOR ENSURING PROPER WORK ORGANIZATION.**

- There shall be use of work schedules to ensure that work is completed on time and that a given piece of work is done effectively and efficiently according to the schedules.
- Encouraging specialization or division of labor shall be done i.e. sharing of tasks among the workers
- Eliminating some tasks shall be done by using machines which can combine some operations and improve efficiency.
- There shall be use of group work or quality circles to improve production and quality.
- Organizing tasks for workers in shifts shall be done so as to avoid work being done by similar people all the time.
- Making frequent re-arrangements of workplace lay out, order, or production operations shall be done to improve production flow.

PREPARED BY:	APPROVED BY:
SIGN: noneealtadad	SIGN:
NAME: Ssemakula Brian	NAME:
TITLE: Production Manager	TITLE:

## GUIDELINES TO IMPROVE WORK PLACE PREMISES, LAYOUT, WORK CONDITIONS AND ORGANIZATIONS.

## TANDA JUICE MAKING PLANT.

**TJMP** 

#### P.O BOX 44, KABALE.

TEL: 0778543212.

"Dealers in producing and selling of high quality packed juice"

## GUIDELINES TO IMPROVE WORK PLACE PREMISES. LAYOUT. WORK CONDITIONS AND ORGANIZATIONS.

- ❖ Providing a signpost for the business for easy identification shall be done.
  - o Providing a clean environment conducive to all workers so as to promote increased productivity shall be done.
  - o Ensuring enough natural ventilation by having more roof and wall openings like windows, doors shall be done, etc.
  - o Providing enough entrances and exits at the workstation shall be done so that workers can easily escape in case of any danger.
  - There shall be improving on the heat protection of the building and this can be done
    by covering metal walls and roofs with insulating materials or using paint which can
    reflect heat easily
  - o Providing adequate lighting system suitable for employees and the work done to allow perfect vision shall be done.
  - There shall be Provision of passage ways which should be regularly cleared or provide barriers to keep them clean
  - o Providing enough fire extinguishers within easy reach of workers shall be done.
  - o In case there are sources of noise, heat, fumes or welding, these shall be out of the work station or provide enough barriers or exhausts.
  - o Providing proper hygiene and sanitation facilities shall be done and ensure that they are regularly maintained for instance places of meals.
  - o Arranging machines and tools properly shall be done for easy and proper movement of the workers and materials without obstruction
  - Avoiding irregular, entangled or worn wiring connections from the work place shall be done.
  - There shall be provision of adjustable equipment like working chairs or tables whose light can be adjusted to avoid bending positions or high hand positions that can inconvenience workers during the production process.
  - o Providing specially designed devices shall be done like trays, vices and other fixtures which can be used to hold items firmly while doing work.

#### GUIDELINES FOR IMPROVING OR MANAGING THE WORK PLACE STATION

#### HALO HALO WATER BOTTLING COMPANY. HHWBC

#### P.O BOX 22, JINJA.

TEL: 0763412309.

"Dealers in producing and selling of clean packed water"

### GUIDELINES FOR IMPROVING WORK STATION OF THE PROJECT.

- Providing furniture and other office equipment which is of the right size in relation to the available space like chairs or benches of correct height with a steady back rest shall be done so as to promote efficiency of workers.
- ➤ There shall be provision of a stable work surface for each work station. This shall depend on the purpose of the work surface for instance, a furniture workshop floor or surface differs from that of an office.
- The work station shall suit the type of business. i.e. the entrepreneur shall ensure that the space is large enough to enable smooth operations of the business.
- > There shall be putting of electric and machine switches and other tools within easy reach of workers.
- > Ensuring adequate lighting in the work station shall be done so as to improve on the quality of work being done as well as increasing productivity.
- > Putting aside equipment that is not in use to avoid obstruction and accidents in the work station shall be done.
- > There shall be provision enough entrance and emergency exit in the work station so that workers can easily escape in case of any danger.
- > There shall be improving on the heat protection of workstation and this shall be done by providing ceilings in the work station or by covering metal walls and roofs with insulating materials or use of paint which can easily reflect heat.
- > Providing enough natural ventilation shall be done by having wall openings like doors, windows for easy circulation of air in the work station.
- > Providing emergency, health and safety equipment shall be done such as fire extinguishers, first aid equipment, etc.
- > There shall be provision of proper hygiene and sanitation facilities and ensure that they are regularly maintained like places for meals.
- > There shall be provision of adjustable equipment whose height can be adjustable and controlled to avoid bending positions or high hand positions which can inconvenience workers during the production process.
- > Changing work methods such that workers can alternate sitting with standing while at work shall be done to reduce fatigue.
- > There shall be use of lifts, levers or any other mechanical measures if required to reduce the work required by the worker.
- > Providing specially designed devices like clamps, vices and other fixtures to hold items firmly while work is done shall be done.

## GUIDELINES TO ENSURE PROPER DEBT OR CREDIT MANAGEMENT IN GOLDEN RESTAURANT LIMITED.

### GOLDEN RESTAURANT LIMITED.

**GDRLD** 

P.O BOX 41, GULU.

TEL: 0757099009.

"Dealers in producing and selling of high quality food stuffs"

### GUIDELINES FOR ENSURING PROPER DEBT MANAGEMENT IN THE PROJECT.

- **♦** Through giving a shorter credit or loan period shall be done i.e. not exceeds two days.
- ♦ Accepting any other modes of payments shall be done such as cash sales.
- → There shall be fixing maximum amount of value of goods to be sold on credit i.e.500 shillings.
- → There shall be asking for a collateral security with a higher value for example land machinery and other fixes items.
- → Imposing penalty on debtors who do not pay within the credit agreed period shall be done.
- → Giving cash discounts to those who clear their bills promptly or in a greed period shall be done i.e. shs 200.
- ★ Rescheduling or reducing the date of payment to make it convenient for debtors to pay shall be done.

Prepared by:	Approved by:
Sign: www.woplkjjh	Sign:
Name: NANKYA CAROL	Name:
Title: FINANCIAL MANAGER	Title:

## GUIDELINES FOR SPENDING UP COLLECTION OF CASH FROM DEBTORS OF GOLDEN RESTAURANT LIMITED

#### GOLDEN RESTAURANT LIMITED.

**GDRLD** 

## P.O BOX 41, MITYANA.

TEL: 0757090990.

"Dealers in producing and selling of high quality food stuffs"

### GUIDELINES FOR SPENDING UP COLLECTION OF CASH FROM DEBTORS.

- > Opening up collection bank accounts shall be done in areas where the business has many or a lot of customers.
- > Encouraging customers to deliver cheque payments to the business premises shall be done.
- Arranging collection bank accounts shall be done in areas where the business has many customers.
- > Sending reminders to debtors before the date payment shall be done by use of phone calls or business letters.
- > Giving cash discounts to motivate the debtors shall be done for example discount allowed.
- > Enclosing invoices within delivery documents or sending proforma invoices shall be done.
- ➤ Billing as soon as work has been done shall be done.
- Arranging for business staff to collect cheque payments from debtors shall be done.
- > Improving on efficiency of the internal process of preparing and dispatching customer's invoices shall be done.
- Reducing the collection float shall be done i.e. the time it takes a cheque to reach the business and is available for use in business.

Prepared by:	Approved by:
Sign: woklkjissoftgan	Sign:
Name: YAWE IVAN	Name:
Title: SALES MANAGER	Title:

**HIRE PURCHASE AGREEMENT.** Hire purchase is a method of installment selling or buying where the buyer is allowed to buy an expensive article like a car, paying the down payment (first payment) as the product is still with the seller and other installments until the whole sum is completed then the buyer owns the article. But it is possessed after the down payment but not owned until the last installment. There is need for an agreement to govern this transaction.

### For Example.

## THIS AGREEMENT IS MADE ON THE 27<sup>TH</sup> DAY OF JULY, 2019.

#### **BETWEEN**

## KATAMBA BAKERS LIMITED P.O BOX 44, WAKISO, TEL: 0789875678 AS THE SELLER.

#### AND

#### SSEBINA ENTERPRISES LIMITED AS THE BUYER.

#### The agreement is legally binding based on the following.

- i. The buyer shall make a down payment of shs 400,000 on 27th July, 2019.
- ii. The buyer shall pay the remaining balance of shs 600,000 in three installments within two months i.e. 1<sup>st</sup> installment shall be made on 27<sup>th</sup>/ July, 2019. And 2rd installment shall be made on 30<sup>th</sup> July, 2019.
- iii. Ownership shall remain with the seller until completion of repayments.
- iv. The buyer shall have no right to relocate or dispose off the goods, when the agreement is still running.
- v. The seller shall sue for return of goods in case of default.
- vi. Hirer shall be expected to maintain the goods in good conditions during the period of hire.
- vii. The owner (seller) shall insure the goods for value to cover risks during the agreement running period.
- viii. The seller shall not be entitled to benefits realized from possession of the goods within the hire purchase period.
- ix. Goods shall not be sold to any other buyer before the period lapses.

SIGNED BY: ehnbbljaf fffhblfnafnffsolk! SIGNATURE OF THE BUYER: mkkeopna nfbfnonjastja

NAME: Katamba Godfrey. NAME: Ssebina Fred.

TITLE: Sales manager (seller)

TITLE: Purchasing manager (buyer).

FOR: Katamba bakers limited. FOR: Ssebina enterprises limited.

## POLICY GUIDELINES TO FOLLOWED WHILE MINIMIZING THE DANGERS CAUSED BY THE BUSINESS TO THE NATURAL ENVIRONMENT.

#### MATUGGA JUICE MAKING PLANT.

MIMP

#### P.O BOX 77, KAMPALA.

TEL: 0757099009.

"Dealers in producing and selling of high quality packed juice products"

## POLICY GUIDELINES TO BE FOLLOWED WHILE MINIMIZING THE DANGERS CAUSED BY THE BUSINESS TO THE NATURAL ENVIRONMENT AROUND.

- Setting environmental standards to be observed by the businesses shall be done.
- There shall be recycling of used products papers like making paper bags.
- Undertaking compulsory environment impact assessment of all new businesses shall be done.
- Conserving sources of raw materials shall be promoted through re-afforestation
- Looking for alternative packaging materials shall be done such paper bags that are not bio degradable
- Ensuring proper garbage disposal shall be done through construction of proper disposal grounds.
- Conserving the soil shall be promoted through terracing planting of trees and other types of cover plants.
- Looking for alternative sources of power shall be done for instance bio gas instead of firewood.
- Avoiding use of chemicals which are dangerous to plants, animals and human life shall be done.
- There shall be undertaking of regular self-environment assessments.
- There shall be use silent machines and tools such as generators.
- Providing workers in businesses with protective equipment like masks and nose sponges to protect them against gasses and exhaust fumes shall be done.
- There shall be reducing the misuse of resources.
- Gazzetting of wetlands or swamps shall be promoted by the business.
- Re-use of by-products shall be done.
  - Delocalization of businesses shall be promoted.

- Repairing of broken resources shall be done.
- Promoting environment protection bodies shall be done for example NEMA.
- There shall be compensating the displaced or resettlement.
- There shall be treating wastes before disposal off into waterbodies like swamps or wetlands
- There shall be use appropriate technology or better methods of production.
- There shall be recognizing entrepreneurs who conserve the natural environment within the community.
- Using appropriate or better farming methods shall be promoted.
- Sensitizing or educating the masses or people or entrepreneurs on ways of conserving the environment shall be done.
- There shall be advocating for establishment or enactment of environmental laws by the government or policy makers or fines.
- There shall be promoting of carbon exchange programs.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

WTPCTT

#### WESTLAND PROPERTY CONSULTANTS.

#### P.O BOX 4756, KAMPALA.

TEL: 0757890909.

"Dealers in buying and selling of land"

### AGREEMENT FOR SALE OF LAND.

THIS AGREEMENT IS MADE ON 15<sup>TH</sup> AUGUST, 2019.

between.

#### WESTLAND PROPERTY CONSULTANTS THE SELLER.

and

#### MR KATAVA ISAAC THE BUYER.

Whereas the seller and buyer are desirous of executing sale of 10 acres of land based on the sellers offer this agreement is legally binding **as follows.** 

**Description of agreement:** this agreement is for execution of sale of 10 acres of land.

**Location:** the land is located in mukono-ssenta along kampala-jinja road.

**Cost and payment terms:** the total cost sale of 10 acres of land is shs **200,000,000** (two hundred millions). All taxes and other charges payable under this agreement shall be the responsibility of the seller and therefore buyer is not liable for any such payment.

**Legally binding documents:** this referee and legally binding documents to this agreement are:

- i. Invitation to offer 10 acres of land. The invitation was expressed in daily monitor of 10<sup>th</sup> august, 2019 page 11 volumes.
- ii. Acceptance by the buyer.
- iii. Lease offer provided by the district land board.
- iv. Land title provided by the Uganda land commission.
- v. Receipts or bank deposit slips or cheque with its cheque number.

**Termination of the agreement:** the seller reserves the right to terminate this agreement automatically in the event that the buyer.

- i. Fails to pay money due within the agreed or stipulated period.
- **ii.** Fails to comply with the clauses of this agreement.

**Disputes and mitigation.** In the course of reaching this agreement, should problems arise between the buyer and the seller, the issue shall be brought to binding before a competent court of law mutually agreed by both parties.

For and on behalf of: For and on behalf of:

SIGNATURE: afalfaghtutakththk SIGNATURE: fffgjierfrgrecjucurrjejcjj

NAME (seller) Westland property consultants. NAME: (buyer) Katava Isaac

DATE: 15<sup>th</sup> August, 2019. DATE: 15<sup>th</sup> August, 2019

Witnessed by:

1. NAME: Nalule Mariam SIGN: hfjjdqqdfqjdjdfjqqjqfdj DATE: 15th august 2019.

2. NAME: Ssempa martin SIGN: hfghuekokkieri DATE: 15th august 2019.

3. NAME: <u>Ssebina fred</u> SIGN: fjjjelenmajj DATE: 15<sup>th</sup> august 2019.

#### EMPLOYMENT CONTRACT FOR THE PACKERS IN JAVIIRA JUICE MAKING PLANT.

#### GYAVIIRA JUICE MAKING PLANT.

JJMP

#### P.O BOX 765, ENTEBBE.

TELL: 0756234567.

"Dealers in producing and selling of high quality packed juice"

### EMPLOYEE CONTRACT FOR A PACKER.

- The job title shall be packer.
- The immediate supervisor shall be production manager.
- Duties and responsibilities shall be packaging of juice products.
- The time of work shall be from 8:30 a, m. up to 5:30 p.m.
- The remuneration shall be shs 100,000 per month.
- Fringe benefits shall be meals only.
- The duration of the contract shall be one-year renewable on re-application.
- The dressing code shall be only business uniforms in blue and white colours.

Prepared by:
Sign: firtiregfirhightiff
Name: kamoga Gyaviira.

Title: Human Resource Manager

Approved by:
Sign:
Name:
Title: Title:

#### HYGIENIC GUIDELINES TO BE OBSERVED IN ST LUKU HOSPITAL.

### ST LUKU HOSPITAL.

STLHP

#### P.O BOX 47, MITYANA.

TEL: 0756532123.

"For healthy community members"

## HYGIENIC GUIDELINES TO BE OBSERVED IN ST LUKU HOSPITAL.

- There shall be daily sweeping of the medical centre compound, floor and mopping of the floor.
- Clean water and detergents or soap shall be provided at appropriate points like outside toilets for washing of hands.
- There shall be close supervision of the cleaning filthy or dirty places like toilets by medical centre work supervisor.
- The hospital walls, doors, windows and furniture shall be periodically painted or varnished.
- Hospital employees, patients and visitors shall be required to observe or maintain cleanliness.
- The bed sheets, blankets and other clothes used shall be washed regularly.
- The medical centre compound grass shall be regularly slashed and the flowers shall be well trimmed.
- Table mats shall be used in the medical centre eating rooms.
- All the hospital furniture like chairs, tables and benches shall be daily cleaned and well arranged.
- All the rubbish collected in the pits shall be regularly burnt and dis-infected or sprayed.
- Hospital employees shall put on uniforms aprons and other protective gears like gumboots while at work.
- The medical centre toilets, urinals and bathrooms shall be daily washed, cleaned and the users too shall be required to maintain cleanliness too.
- All hospital equipment utensils shall be properly washed after use and stored in clean places.
- All the hospital rubbish shall be deposited or dumped in the dust bins and pits or at disposal ground.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES TO ENSURE PROPER MANAGEMENT OF THE LOAN OR BANK LOAN IN THE BUSINESS.

#### KYADDONDO MAIZE MILLING PLANT.

**KMMP** 

#### P.O BOX 45, KAMPALA.

TELL: 0756431234.

"Dealers in producing and selling of maize flour"

#### GUIDELINES TO ENSURE PROPER MANAGEMENT OF THE LOAN.

- **o** Obtaining a manageable loan size which can be affordable shall be done.
- **o** Accurate information when applying for the loan shall be provided.
- **o** Observing the agreed methods of loan repayment shall be done.
- o There shall be good relationship with the lender for example paying the lender regular visits.
- **o** Proper documentation of the loan shall be ensured.
- **o** Communicating to the lender about the major changes taking place in a business shall be done.
- **o** Using the loan obtained for the intended purpose shall be done.
- **o** Employing skilled workers or personnel in the business to carry out and manage the business operation shall be done.
- **o** Insuring the bank loan or business shall be where by in case of failure to pay the insurance may come in to compensate.
- **o** There shall be banking of surplus cash to avoid unnecessary expenditures of cash.
- o Proper supervision and monitoring of business to ensure its profitability shall be done.
- o There shall be attending of seminars and workshops on financial management practices.

Prepared by:	Approved by:	
Sign:	Sign:	
Name:	Name:	
Title:	Title:	

#### GUIDELINES TO MAINTAIN A LARGE MARKET SHARE AMIDST COMPETITION.

#### SUNSHINE BAKERS LIMITED

SSBL

#### P.O BOX 77, SOROTI.

TELL: 0762312345.

"Dealers in producing and selling of high quality bakery products"

### **GUIDELINES TO MAINTAIN A LARGE MARKET SHARE AMIDST COMPETITION.**

- Charging cheaper prices for similar products shall be done compared to that of the competitors.
- Offering of good quality bakery products shall be done.
- There shall be use of persuasive advertisement on the product.
- Ensuring convenient location of the business shall be done.
- There shall be ensuring of attractive presentation and appearance of sales agents or persons.
- There shall be proper packaging.
- Promoting good business image shall be done for example by prompt payments to suppliers.
- Promoting good customer care shall be done.
- Creating customer's loyalty attraction such as giving gifts like sweets, t-shirts and giving personal credit shall be done.
- Serving customers for long hours shall be done i.e. from early in the morning to midnight.

i repared by.	Approved by.
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES TO BE FOLLOWED BY EMPLOYEES WHILE ATTENDING TO BUSINESS MESSAGES EFFECTIVELY.

#### MENGO JUICE MAKING PLANT.

#### P.O BOX 55, KAMPALA.

TEL: 0757989009.

"Dealers in producing and selling of high quality packed juice"

## GUIDELINES TO BE FOLLOWED WHILE ATTENDING TO BUSINESS MESSAGES EFFECTIVELY.

- Maintaining an eye contact shall be done in order to increase the chances of getting the message.
- Avoiding looking at things which distract listening and attending to the speaker shall be done.
- There shall be use of an appropriate body posture which helps to stay turned and pay attention.
- Avoiding wandering and distracting behaviour by closing the mind shall be done.
- There shall be use of non-verbal attending behaviours like nodding the head to show approval.
- Positioning him or herself shall be done while on phone in order to create comfort but not so relaxed to lose listening ability.
- Verbal or non-verbal acknowledgment of the speaker shall be done.
- Each employee talking to a phone caller shall thank the caller for calling before ending the communication.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

#### POLICY GUIDELINES FOR MINIMIZING ACCIDENTS.

#### XXXX BUS TRANSPORTERS LIMITED.

**XXBTL** 

P.O BOX 567, WAKISO.

TEL: 0414,400,400,400.

"For easy transportation of people and goods"

### GUIDELINES FOR MINIMIZING ACCIDENTS ON THE ROAD.

- Only drivers with valid driving permits shall drive the buses to control accidents.
- Buses shall be thoroughly inspected before any journey to be sure of their condition.
- Buses shall be serviced every week to keep them in good conditions.
- Refilling of oil shall be done every month for all buses to minimize accidents.
- Fire extinguishers shall be installed in all buses.
- Drivers shall make a single journey every day to avoid driving with fatigue.
- Buses shall always move with two drivers to help one another for safe journeys.
- Buses shall be packed especially during extreme weather conditions for example heavy rains to reduce accidents.
- Buses shall make stop overs for 30 minutes every 4 hours of travel.
- Buses shall carry passengers only.
- Company buses shall only move at a speed of 100km/hr to control over speeding.
- Speed governors shall be installed in all buses to limit speed per hour.
- Drivers shall record the time of department and time of arrival for every journey.
- Only permitted passengers shall be allowed to move with arms.
- All luggage shall be thoroughly checked before being loaded on buses.
- Seat belts shall be installed in all buses for passengers safety.

Approved by:	
Sign:	
Name:	
Title:	

## GUIDELINES FOR PROMOTING GOOD CUSTOMER CARE IN MATUGGA PAPER BAG MAKING PROJECT.

#### MATUGGA PAPER BAG MAKING PROJECT.

**MPBMP** 

#### P.O BOX 456, KAMPALA.

TEL: 0757012345.

"Dealers in making and selling of high quality paper bags"

#### **GUIDELINES FOR PROMOTING GOOD CUSTOMER.**

- Workers shall be available at the work place in order to assist customers in time.
- Proper care and attention shall be given to customers to instill confidence.
- Workers shall tell all customers the truth about business products including prices to bring about honesty.
- Customer's complaints shall be carefully attended to so as to improve customer relations.
- Workers shall perform the job with pleasantness to give a good reception to customers.'
- Customers shall be served promptly and immediately to avoid unnecessary delays.
- Good business language and impressing speaking style shall be used to encourage customers to continue buying from the business.
- Workers shall posses sound knowledge on the products being sold in order to properly inform customers.

Employees shall be tactful when handling difficul	t situations to avoid disappointing customers.
Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES TO ENSURE PROPER WASTE MANAGEMENT IN WESTLAND BAKERS LIMITED.

## WESTLAND BAKERS LIMITED.

WBLD

#### P.O BOX 567, KABALE.

TEL: 0757812345.

"Dealers in producing and selling of high quality bakery products"

#### **GUIDELINES TO ENSURE PROPER WASTE MANAGEMENT.**

- Treating wastes before disposal shall be done.
- There shall be Gazzetting a specific place for disposal of wastes.
- Recycling some waste materials to make animals feeds and fertilizers shall be done.
- Installing dust bins in all corners of the work place to minimize littering shall be done.
- There shall be provision of protective gears to employees.
- Training employees in waste management shall be done.
- There shall improving ventilation for easy air circulation.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## GUIDELINES FOR ENHANCING GOOD BUSINESS ETHICS IN TINY QUALITY JUICE PACKERS.

#### TINY QUALITY JUICE PACKERS.

**TQJP** 

#### P.O BOX 300, TORORO.

TEL: 0757080678/0778430467.

Dealers in producing and selling of high quality packed juice.

#### **GUIDELINES FOR ENHANCING GOOD BUSINESS ETHICS.**

- Business workers shall ensure honesty to all customers.
- Employees shall be courteous to all customers i.e. shall be polite, patient and sincere with all customers.
- Workers shall practice or ensure geniality to all customers i.e. shall be kind, cheerful and temperate.
- Business employees shall meet all the responsibilities or obligations towards customers.
- Business shall comply with all business laws for example employees act, land act, labour act and others.
- Business shall give referrals in favour of the competitors.
- Business shall merge with other businesses where possible.
- Good or favourable working conditions shall be provided.
- Genuine respect shall be ensured.
- The business employees shall be given fair remuneration or payments.
- Business shall pay taxes to the authorities.
- Business shall ensure conservation of the environment for example by planting trees.
- The business shall observe or meet the production standards.
- The business shall participate in community events or community development programmes.
- The business shall constantly avail the members of the community with product or service.
- The business shall be compassionate about the general public needs.
- The business shall offer after sales services to the clients for example free transport, free packaging.
- The business shall charge fair prices to customers irrespective of age, sex and appearance.
- The business shall provide good quality products and services to the general public.
- The business shall fulfill its promises to the general public.
- The business shall serve the general public in a clean environment.
- The business shall communicate to the general public through notices, radios and other communcation media.

Prepared by:	Approved by:		
Signature: - + + գինինին հուսարան հայաստանին հայաստանի հայաստանին հայաստանի հայաստանին հայաստանի հայաստանին հ	Signature:		
Name: Ssemakula Brian	Name:		
Title: Project manager	Title:		

## BUSINESS TERMS AND CONDITIONS THAT WILL BE FOLLOWED WHILE HANDLING CLIENTS OF THE FIRM.

#### XXXXXX POULTRY FARM.

**XXPFX** 

#### P.O BOX 400, MASAKA.

TEL: 0757091234.

Dealers in rearing and selling of poultry feeds.

#### TERMS AND CONDITIONS FOLLOWED WHILE HANDLING BUSINESS CLIENTS.

- Customer complaints shall be attended to carefully.
- The business shall tell the truth about the services offered.
- Workers shall be polite to customers or clients.
- The business shall provide proper care and attention to customers or clients.
- The business shall establish customer care desk.
- Clients shall be attended to depending on appointment time.
- Clients shall pay consultation fee before being attended to.
- The business shall put in place clear means of communication to customers.

Prepared by:	Approved by:		
Sign:	Sign:		
Name:	Name:		
Title:	Title:		

#### DIFFERENT BUSINESS PROGRAMMES.

#### Programmes containing the following elements or components.

- Title.
- Heading i.e. business name and address.
- Frame.
- Name of the programme i.e. document title.
- Date or time frame column.
- Activity column i.e. points must be in chronological order and in present continuous tense.
- Person in charge or person's responsible column.
- Remarks column.
- Prepared by: sign, name and title.
- Approved by: sign, name, title.

**N.B.** all programmes are prepared **i.e.** they cannot be designed.

The remarks column is not filled in but just left blank since the activities are not yet done.

N.B. all programmes comes from paper one where we have process, steps, cycle and procedures. And present continues tense under activity Colum

#### SOME PROGRAMMES ARE.

- i) For turning a business idea into a product.
- ii) Purchasing business inputs or requirements
- iii) Creative personal selling.
- iv) For determining the profitability of the business.
- v) Recruitment programme
- vi) Interview programme
- vii) Induction programme
- viii) Training programme
- ix) Launching programme
- x) Credit recovery programme
- xi) For obtaining a loan
- xii) Promotional programme
- xiii) Machine maintenance programme
- xiv) Insurance programme
- xv) Effective personal selling programme
- xvi) Creative programme
- xvii) Programme for analyzing a risk situation
- xviii) Decision making programme
- xix) Programme for visionary approach or bridge the gap approach
- xx) Programme for researching a business idea
- xxi) Programme for product design
- xxii) Programme for market a product
- xxiii) Programme for performance appraisal.
- xxiv) Programme for handling indiscipline employees of the enterprise
- xxv) Programme for becoming social entrepreneur

- xxvi) Programme for purchasing quality materials
- xxvii) Programme for borrowing money from a financial institution
- xxviii) Programme for obtaining a trading license
- xxix) Programme for preparing a business plan

Sign:....

Name:..... Title:

xxx) Programme for preparing an operational budget Time frame it depends on the time of exams

Prepared by: SIGN, NAME, TITLE (an entrepreneur or general manager).

#### Examples are.

## A PROGRAMME FOR MAINTENANING MACHINES IN JOSH TEA PROCESSING PLANT.

**JTPP** 

Sign:.....

Name:....

Title:....

### JOSH TEA PROCESSING PLANT. P.O BOX 12, MUKONO. TELL:0757080000.

"Dealers in processing of tea product"

MACHINE MAINTENANCE PROGRAMME.

#### **DATE ACTIVITY PERSON** IN **RE-MARKS CHARGE** Must be filled in -Identifying Must be filled in Should be left machine requiring with names blank or titles servicing - Reporting them to concerned the officer. -Assessing the machine. -Recommending for maintenance. - Asking for funds. -Maintaining the machine. -Ensuring proper of usage the maintained machine. Prepared by: Approved by:

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#### A ROUTINE WEEKLY MAINTENANCE PROGRAMME FOR THE BUSES.

#### XXXX BUS TRANSPORTERS LIMITED.

XXBTLD

P.O BOX 567, WAKISO.

TEL: 0414400400.

"For easy transportation of people and goods"

### ROUTINE MAINTENANCE PROGRAMME.

TIMEFRAME	ACTIVITY	PERSON (S) IN	REMARKS
		CHARGE	
Must be filled in	-Inspection of the	Must be filled in with	Should be left blank
	buses.	titles or names	
	-Checking the engine		
	and internal		
	mechanisms.		
	-Identifying		
	technicians.		
	-Selecting the best		
	technician.		
	-Repairing or installing		
	spare parts.		
	-Road testing or testing		
	the nature of the bus.		
	-Paying the technician.		
	Vehicle cleaning or		
	washing.		
	-Allocating routes.		

ing routes.		
repared by: Approved by:		ved by:
	Sign:	
	Name:.	
	Title:	
	ing routes.	Appro Sign: Name:.

## A PROGRAMME FOR CARRYING OUT PERFORMANCE APPRAISAL IN WESTLAND BAKERY.

## WESTLAND BAKERY. P.O BOX 768 MITYANA.

**WSLDB** 

TELL:0750000022.

"Dealers in producing and selling of bakery products"
PERFORMANCE APPRAISAL PROGRAMME.

Time frame	Activity	Person in charge	Remarks
Must be filed in	-Establishing the performance standards	Must be filled in	Should be left blank
	-Communicating the standards to employees.		
	-Measuring the performance.		
	-Comparing the actual performance with the set standards.		
	-Discussing the performance with employees.		
	-Giving feedbackMaking final decisions.		

PREPA	RED BY:		APPRO	VED BY:
SIGN	: AZZXCDRFFVE	71/4	SIGN	• • • • • • • • • • • • • • • • • • • •
NAME	: SSEMAKULA	BRIAN.	NAME	1.
TITLE	: HUMAN RES	OURCE MANAGER.	TITLE	•

#### A PROGRAMME TO BE FOLLOWED DESIGNING A PRODUCT IN AN ENTERPRISE.

#### NICE NICE BAKERY LIMITED.

NNBLD

### P.O BOX 77, MUKONO.

TEL: 0757990090.

"Dealers in producing and selling of high quality bakery products"

Time frame	Activity	Person (s) in charge	Remarks
Must be filled in	-Generating the idea.	Must be filled in with	Should be left blank
	-Carrying out	( names and titles)	
	feasibility study.		
	-Product designing.		
	Product testing and		
	pilot run.		
	-Launching the new		
	product.		
Prepared by:		Appro	ved by:
Sign:		Sign:	
Name:		Name:	
Title:		Title:.	•••••

## A PROGRAMME FOR CONDUCTING INTERVIEWS FOR JOB APPLICANTS IN WESTLAND BAKERY.

## TGXBX

## WESTLAND BAKERY. P.O BOX 345, MITYANA.

TEL:07570804444/07794308860.

"Dealers in producing and selling of high quality bakery products" **PROGRAMME FOR CONDUCTING INTERVIEWS.** 

Time frame	Activity	Person(s) in	Remarks
		charge	
Must be filled in	-Identifying and	Must be filled in	Should be left
	forming interview	(names or titles)	blank.
	panels.		
	-Organizing		
	interview rooms.		
	-Arriving of the		
	short listed		
	candidates.		
	-Registering		
	applicants.		
	-Starting the		
	interviews.		
	-Analyzing		
	interviews results.		
	-Contacting		
	referees.		
	-Communicating to		
	successful		
	candidates to pick		
	their appointment		
	letters.		

Prepared by:	Approved by:
Sign: <u>0\( 0\) 63\( 9\) 0</u>	Sign
Name: NDUGWA FREDRICK.	Name
Title: ENTREPRENEUR.	Title

#### A PROGRAMME TO BE FOLLOWED WHILE MAKING A PURCHASING PLAN.

### WESTLAND BAKERS LIMITED. P.O BOX 234, WAKISO.

TEL: 0757091234.

## "Dealers in producing and selling of high quality bakery products" PROGRAMME TO BE FOLLOWED WHEN MAKING A PURCHASING PLAN.

Time frame	Activity	Person(s) in charge	Remarks
Must be filled in	-Determining the	Must be filled in	Should be left blank
	proper quantity of		
	every item needed.		
	-Establishing and		
	following quality		
	standards.		
	-Ensuring on time		
	delivery of items		
	needed.		
	-Purchasing at the		
	right value of the		
	quantity and quality		
	of items bought.		

Prepared by:	Approvea by:
Sign: Affiffiffiffigifiggigigi	Sign:
Name: Mugume Isaac	Name:
Title: Purchasing Manager	Title:

## A PROGRAMME FOR PURCHASING BUSINESS REQUIREMENTS.

## WESTLAND BAKERY. P.O BOX 41 MITYANA.

TELL:0757088888.

''Dealers in producing and selling of bakery products''

Date/timeframe	Activity	Person(s) in	Remarks
Must be filled in	- Determining the business requirements needed to be purchased Identifying the suitable or potential suppliers Contacting the suppliers Receiving replies from potential suppliers Ordering for the required needs receiving the invoice and cross checking for accuracy or correctness Making payments by cash	Must be filled in ( with names or titles)	Should be left blank)
repared by: Sign Name Title			Approved by: Sign Name Title

#### WESTLAND BAKERY.

### WSLD P.O BOX 456 MITYANA. TELL: 0757080111.

## "Dealers in producing and selling of high quality bakery products" <u>RECRUITMENT PROGRAMME.</u>

Time frame	Activity	Person(s) in charge	Remarks.
Must be filled in	-Identifying posts	Must be filled in	Should be left
	requiring more	(names or titles)	blank
	employees.		
	-Advertising the		
	jobs.		
	-Receiving		
	applications.		
	-Cross checking		
	applications against		
	job specification.		
	-Short listing		
	applicants.		
	Inviting applicants		
	for interviews.		
	-Conducting		
	interviews.		
	-Analyzing interview		
	results and		
	contacting referees.		
	-Selecting suitable		
	candidates.		
	-Appointing		
	successful candidates		
	and placing them in		
	their work places.		
	-Giving indication		
	training to newly		
	recruited employees.		

1 0	
Prepared by:	Approved by:
Sign: wqdfdvff	Sign:
Name: KATENDE FAIZAL.	Name:
Title: HUMAN RESOURCE MANAGEI	R Title:

## A PROGRAMME FOR CONDUCTING JOB ANALYSIS FOR KAWEMPE WESTLAND BAKERS LIMITED.

### WESTLND BAKERS LIMITED. P.O BOX 23, KAMPALA.

**RQAZ** 

TELEPHONE: 0757001232.

"Dealers in producing and selling of high quality bakery products"

PROGRAMME FOR CONDUCTING JOB ANALYSIS.

Time frame	Activity	Person in charge	Commer	nts	
Must be filled in	-Selecting the type	Must be filled in	Should	be	left
	of job on which to	with titles or	blank		
	collect data for job	names			
	analysis.				
	-Designing a				
	questionnaire and				
	assigning people				
	the duty to collect				
	data on the chosen				
	job.				
	-Conducting				
	interviews of the				
	incumbents of the				
	chosen job.				
	-Reviewing the				
	draft of the job				
	analysis data with				
	the supervisors of				
	the chosen job				
	accuracy.				
	-Preparing the job				
	description and job				
	specification for the				
	chosen job				

Prepared by:	Approved by:
Sign: AAWAZ	Sign:
Name: SSEKIDDE DENNIS	Name:
Title: HUMAN RESOURCE MANAGER	Title:

A PROGRAMME TO BE FOLLOWED WHILE MAKING THE PRODUCTS OF AN ENTERPRISE.

**MBLD** 

## MANDELA BAKERS LIMITED. P.O BOX 90, KAMPALA.

TEL: 0757089012.

# "Dealers in producing and selling of high quality bakery products" PROGRAMME TO BE FOLLOWED WHILE MARKETING BUSINESS PRODUCTS.

Time frame	Activity	Person (s) in	Remarks
		charge	
Must be filled in	-Finding out what	Must be filled in	Should be left
	customers want or	with names or	blank
	need.	titles	
	-Developing the		
	goods or services		
	that meet the		
	customers' needs.		
	Pricing i.e. Setting		
	prices that		
	customers can		
	afford and are		
	willing to pay.		
	-Promoting the		
	products by		
	informing and		
	attracting		
	customers to buy		
	them.		
	-Distributing the		
	products in order to		
	make them		
	available at places		
	where customers		
	can access them.		
	-Selling of the		
	products to the		
	customers.		

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## A PROGRAMME TO BE FOLLOWED WHILE START – UP THE PROJECT OR BUSINESS.

## MATUGGA POULTRY FARM PROJECT. P.O BOX 4567, KAMPALA.

MPFP

TEL: 0757123456.

"Dealers in rearing and selling of animals and poultry feeds"

PROGRAMME TO BE FOLLOWED WHILE START-UP A PROJECT.

PROGRAMME TO BE FOLLOWED WHILE START-UP A PROJECT.			
Time frame	Activity	Person (s) charges	Remarks
Must be filled in	-Developing a	Must be filled in (	Should be left blank
	business idea.	names or titles)	
	-Conducting market		
	research and survey.		
	-Preparing a business		
	plan.		
	-Undertaking official		
	registration.		
	Selecting business		
	promises.		
	-Installation of		
	machinery, tools,		
	equipments and		
	desired utilities.		
	-Undertaking		
	recruitment of other		
	employees.		
	-Sourcing raw-		
	materials.		
	-Launching the		
	business.		
	-Commencing		
	business activities.		

	business activities.		
Prepared by:		Approved by:	
Sign:	•••••	Sign:	• • • • • • • • • • • • • • • • • • • •
Name:	•••••	Name:	• • • • • • • • • • • • • • • • • • • •
Title:	•••••	Title:	• • • • • • • • • • • • • • • • • • • •

#### A-ONE WEEK PROMOTIONAL PROGRAMME FOR THE BUSINESS.

## WESTLAND BAKERY. P.O BOX 45 MITYANA.

WLB

TELL: 0757575702.

"Dealers in producing and selling of bakery products"

#### ONE-WEEK PROMOTIONAL PROGRAMME FOR THE BAKERY PRODUCTS

Day or date	Activity	` ′	in	Remark	S	
To be filled in	-Identifying the target marketIdentifying the various promotional venues Identifying promotional strategies to be usedDetermining the promotional costs involvedCarrying out publicity of the productsCarrying out talk showsCarrying out prizes winning competitionsClosing remarks and prayer	To be filled in		Should blank	be	left
Prepared by.		Approved by.				
Sign Name		_				

rrepared by.	Approved by.
Sign	Sign
Name	Name
Title	Title

### Launching programme.

This is followed when officially introducing business products to the general public.

#### A PROGRAMME FOR LAUNCHING WESTLAND CAKES.

### WESTLAND BAKERY.

#### P.O BOX 324 MITYANA.

**TFVXZ** 

TELL: 075708066.

"Dealers in producing and selling of bakery products"

DATE:	
ГІМЕ:	
DAY:	
VENUE:	

## **LAUNCHING PROGRAMME.**

Time frame	Activity	Person in charge	Remarks
Must be filled in	-Installing musical	Must be filled in with	Should be left blank
	instruments and	titles or names	
	organizing the venue.		
	-Arrival and		
	registration of the		
	invited guests/		
	welcoming people as		
	well as arrival and		
	welcoming of the chief		
	guests.		
	-Singing the national		
	anthem and opening		
	prayer.		
	-Welcoming remarks		
	by the chief organizer.		
	-Introducing the		
	product by displaying.		
	-Break time.		
	-Allowing people to ask		
	questions.		
	-Selling samples to		
	people.		
	-Speeches from		
	different officers.		
	-Speech from the chief		
	guest and official		
	launch.		
	-Lunch time		
	-Entertainment.		

### A CREDIT RECOVERY PROGRAMME FOR WESTLAND BAKERY PROJECT.

#### **FGAA**

### WESTLAND BAKERY PROJECT. P.O BOX 67, MBALE. TELL: 0770987654.

"Dealers in producing and selling of high quality bakery products"

<u>CREDIT RECOVERY PROGRAMME.</u>

DATE	ACTIVITY	PERSON(S) CHARGE	IN	REMARKS OR COMMENTS.
To be filled in	-Identifying all credit customers and collecting all records of debtors.  -Arranging the debtor's records according to credit period and assessment and allocation of responsible persons to credit customers.  -Preparing and dispatching debt reminders to debtors or calling the debtors on phone.  -Collecting payments and updating debtor's records.  -Issuing statements of accounts.  -Sending last reminders to debtors who gave defaulted.  -Compiling and publishing defaulters and giving them final date to clear.  -Taking legal action on defaulters e.g. auctioning collateral security and factoring debtors.	Must be filled (names or titles)	in	Should be left blank

## A programme for obtaining loan funds.

This shows the procedure of obtaining loan funds from financial institutions.

#### A PROGRAMME FOR OBTAINING A LOAN TO STATR-UP WESTLAND BAKERY PROJECT.

### **SGDD**

#### WESTLAND BAKERY PROJECT. P.O BOX 11, MBARARA. TELL: 0757093275.

"Dealers in producing and selling of high quality bakery products" PROGRAMME FOR OBTAINING A LOAN.

DATE	ACTIVITY	PERSON(S) IN	REMARKS
		CHARGE	
Must be filled in	-Identifying the reason	Must be filled in with	
	for obtaining the loan.	names or titles	Should be left blank
	-Developing a business		
	plan.		
	Developing a plan to		
	show the business will		
	be financed and		
	possible funding		
	sources.		
	-Identifying and		
	approaching the		
	preferred financers.		
	-Obtaining terms and		
	conditions for the loan.		
	-Comparing the loan		
	terms and conditions		
	with those of other		
	financiers.		
	-Checking the business		
	plan to establish the		
	implication of the loan		
	to the business.		
	-Starting discussions		
	with the chosen		
	financers.		
	-Obtaining the loan and		
	issuing it for the		
	intended purpose and		
	according.		
Prepared by:		Approved by:	
Sign:			
Name:		Name:	
Title:		Title:	

Sign:	Sign:
Name:	Name:
Title:	Title:

**EFXQY** 

#### WESTLAND BAKERY LIMITED. P.O BOX 41 MITYANA. TELL:0757080622/0778430486.

## "Dealers in producing and selling of bakery products" INDUCTION PROGRAMME FOR THE NEW EMPLOYEES OF WESTLAND BAKERY LIMITED.

Time frame/date	Activity	Person in charge	Remarks
Must be filled in	-Welcoming new	Must be filled in ( titles or	Should be left blank
	employees and submit	names)	
	their personal		
	information.		
	-Introducing the new		
	employees and giving		
	general information about		
	the business i.e. touring		
	the business premises and		
	showing places of work.		
	-Explaining capacity		
	development		
	opportunities e.g. training,		
	performance appraisal,		
	promotional awareness		
	-Issuing written terms and		
	conditions for		
	employment and new		
	employees read through.		
	-Organizational structure		
	i.e. explaining the		
	different levels of		
	hierarchy of the		
	organization and		
	introducing them to their supervisors.		
	organization policy and		
	culture about the general		
	behaviors of employees.		
	-Lunch time.		
	Explaining health and		
	safety rules i.e. awareness		
	of safety hazards.		
	-Explaining employee's		
	welfare e.g. benefits.		
	-Explaining about the job		
	itself i.e. immediate		
	supervisors, minimum		
	expected standards etc.		

Prepared by:	Approved by:
SIGN : QQQQ U 4 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	SIGN
NAME: SSEMAKULA MOSES.	NAME
TITLE: ENTRPRENEUR.	TITLE

## Example one

### A PROGRAME FOR TRAINING NEW EMPLOYEES OF WESTLAND BAKERY.

## WESTLAND BAKERY. P.O BOX 45, MITYANA. TEL: 07570806789.

WLB

"Dealers in producing and selling of high quality bakery products"
TRAINING PROGRAMME FOR NEW EMPLOYEES.

Date/time frame	Activity	Person in charge	Remarks/comment.
Must be filled in	-identifying	Must be filled in	Should be left blank
	organizational	with names or titles	
	objectives.		
	-identifying the gaps		
	or need that require		
	training.		
	-setting training		
	objectives.		
	-Selecting trainees.		
	-Selecting the training		
	methods.		
	-Choosing the		
	competent trainers.		
	-Administering		
	training.		
	-Evaluating training.		
Prepared by:	<del></del>	Annroyed b	

	-Evaluating training.		
Prepared by: Approved by:		oy:	
Sign:	•••••	Sign:	
Name:	• • • • • • • • • • • • • • • • • • • •	Name:	
Title:	• • • • • • • • • • • • • • • • • • • •	title:	•••••

#### Example two.

A PROGRAMME FOR ONE-DAY TRAINING AND SENSITIZATION WORKSHOP INTENDED TO IMPROVE SERVICE DELIVERY IN WESTLAND BAKERY.

## WESTLAND BAKERY. P.O BOX 4578 MITYANA.

TELL: 0757087777.

## "Dealers in producing and selling of high quality bakery products" ONE-DAY TRAINING AND SENSITIZATION WORKSHOP PROGRAMME.

Date	Time frame	Activity	Person in charge	Remarks
Must be filled in	Must be filled in	-Preparing the	Must be filled in	Should be left
		venue.	(names or titles)	blank
		-Registering and		
		assembling of		
		participants.		
		-Singing anthems		
		and saying		
		prayers.		
		-Giving opening		
		and welcoming		
		remarks.		
		-Introduction of		
		participants.		
		-Presentation and		
		demonstration by		
		facilitators and		
		discussions and		
		reactions.		
		-Tea break.		
		-Field trip and		
		practical		
		application of the		
		skills by the		
		trainees or		
		participants.		
		-Awarding of		
		certificates.		
		-Closing remarks,		
		closing prayer and		
		anthems.		
Prepared by:			Approved by:	
Sign:			U	•••••
Name:				•••••
Title:	•••••		Title:	•••••

#### A PROGRAMME FOR UNDERTAKING INSURANCE POLICY FOR WESTLAND BAKERY LIMITED.

OAOAAW	WESTLAN	ID BAKERY LIMTED.	
	P.O BO	X 47, SOROTI.	
	TELI	.:0757098762.	
''Deal	ers in producing and sell	ling of high quality bak	ery product''
PROG	GRAMME FOR UNDE	RTAKING INSURANC	E POLICY.
DATE	ACTIVITY	PERSON(S) IN CHARGE	REMARKS
Must be filled in	-Inquiring about the best insurance companies.  -Deciding on which insurance company  -Checking the budget and deciding the amount of money to pay for insurance.  -Filling and signing an insurance application form i.e. proposal form.  -Calculating of premiums.  -Issuing a cover policy.	Must be filled with titles or names	Should left blank
PREPARED BY:		APPROVED E	BY:
SIGN:			SIGN:
NAME:			NAME:
TITLE:			TITLE:

#### APROGROME FOR BECOMING SOCIAL ENTREPRENEUR.

## WESTLAND BAKERY LIMITED.

**WLD** 

### P.O BOX 02 MITYANA.

TELL: 0703074568

"Aiming at fighting poverty in zigoti community"

## PROGRAM FOR BECOMING SOCIAL ENTREPRENEUR.

Time frame	Activity	Person in charge	Remarks
Monday	Developing the idea for becoming a social entrepreneur.	Must be filled in with names or titles	Should be left blank
Tuesday	Discovering the vision, passion and skill.		
Wednesday	Identifying the opportunities in the community		
Thursday	Matching the vision with opportunities available in the community.		
Friday	Acting and spreading change.		
Prepared by:	ı	I	Approved by:
SIGN:	•••••		SIGN:
NAME:	•••••		NAME:
SIGN:	•••••		TITLE:

## APPROGRAMME FOR THE VISIONARY APPROACH TO ADDRESS UNEMPLOYMENT PROBLEM BY WESTLAND ENTERPRISE UGANDA.

#### WESTLAND BAKERY SOCIAL ENTERPRISE PROJECT.

RRAARRAA P.O BOX 34, GULU.

TELL: 0778430999.

"For better standards of living within the community"

## PROGRAMME FOR VISIONARY APPROACH.

DATE	ACTIVITY	PERSON(S) IN CHARGE	COMMENTS OR REMARKS
To be filled in	-Defining the vision Examining the current reality - Identifying and acknowledge the gap - Setting action steps to close the gap - Identifying the resources required Setting priorities Choosing a person who is accountable for each task Getting commitment from the accountable people Agreeing on the start and end time Getting started.	Fill in either names or titles	Should be left blank.

Prepared by:	Approved by:
Sign: aaaa	Sign:
Name: Mayanja Ronald	Name:
Title: Project social entrepreneur.	Title:

#### WESTLAND CRAFTS SOCIAL ENTERPRISE.

#### P.O BOX 34, MUKONO.

WLCSE

TELL: 0778423486.

"For better standards of living"

#### PROGRAMME FOR BECOMING A SOCIAL ENTREPRENEUR.

DATE	ACTIVITY	PERSON(S) IN CHARGE	COMMENTS OR REMARKS.
To be filled in	-Identifying a social problem to solve.	Fill in either names or titles	Should be left blank
	-Developing the vision and identifying the passion and skills required.		
	-Identifying opportunities in the community to exploit.		
	-Matching the vision with the opportunities available in the community.		
	-Acting and spreading change.		
	-Mobilizing the required resources.		
	-Completing pre- commencement legal formalities.		
	-Constructing the needed buildings.		
	-Purchasing and installing the required machinery, tools and equipment.		
	- Recruiting employees.		
	- Carrying out production trial.		
	-Launching the social enterprise.		
	-Starting operations or activities in the social enterprise.		
DESIGNED BY:		APPROVED BY:	

## A PROGRAMME FOR MAKING BUSINESS DECISIONS IN MANDELA B19 JUICE MAKING PROJECT.

## MANDELA B19 JUICE MAKING PROJECT. **B19JMP**

#### P.O BOX 01, KAMPALA.

TEL: 0784567890.

"Dealers in producing and selling of high quality packed juice"

### PROGRAMME FOR MAKING BUSINESS DECISION IN THE PROJECT.

Time frame	Activity	Person in charge	Remarks
Must be filled in	-Identifying the	Must be filled in	Should be left blank
	problem		
	-Finding the cause of		
	the problem.		
	-Identifying the		
	solution.		
	-Developing		
	alternative solutions.		
	-Implementing and		
	monitoring the		
	decisions made.		

PREPARED BY:	APPROVED BY:
SIGN: £ATTYYYYYYOTT	SIGN:
NAME: ENVIRONMENTAL DOCTOR	NAME:
TITLE: INTRAPRENEUR	TITLE:

#### A PROGRAMME FOR DETERMINING THE PROFITABILITY OF THE BUSINESS.

#### GOLDEN RESTAURANT LIMITED.

**GDRLD** 

#### P.O BOX 41, KAMPALA.

TEL: 0757099009.

"Dealers in producing and selling of high quality food stuffs"

### PROGRAMME FOR DETERMINING THE PROFITABILITY OF THE BUSINESS.

Time frame	Activity	Person in charge	Remarks
Must be filled in	- Deciding on the type of business to establish.  - Choosing the location.  - Forecasting the sales.  - Estimating the costs.  - Estimating the profits.	Must be filled in	Should be left blank

	profits.		
Prepared by:		Approved by:	
Sign: www.wlsjdjiffiff		Sign:	
Name: ANDREW MASIND	E	Name:	
Title: ENTREPRENEUR		Title:	

#### A PROGRAMME FOR RESEARCHING A BUSINESS IDEA.

#### KASOZO JUICE MAKING PROJECT.

KJMP

P.O BOX 67, LIRA.

TEL: 0757234521.

"Dealers in producing and selling of high quality packed juice"

### PROGRAMME FOR RESEARCHING THE BUSINESS IDEA.

Must be filled in -Identifying the idea or Must be filled in Should not be filled
the idea stage.  -Analyzing the idea.  -Checking out of competitions  -Turning the idea to make it work in case it looks like a flop  -Prepare a marketing plan and a budget

Prepared by:	Approved by:	
Sign: weywolppjhh	Sign:	
Name: MUKISA FAIZAL	Name:	
Title: INTRAPRENEUR	Title:	

#### A PROGRAMME FOR ANALYZING RISK SITUATION IN WESTLAND BAKERS LIMITED.

#### WESTLAND BAKERS LIMITED

WLDBLD

#### P.O BOX 33, FORT PORTAL.

TEL: 0762134567.

"Dealers in producing and selling of high quality bakery products"

### PROGRAMME FOR ANALYZING RISK SITUATION

TIME FRAME	ACTIVITY	PERSON (S) IN	REMARKS
		CHARGE	
Must be filled in	-Assessing the risk.	Must be filled in with	Should be left blank
	-Determining the goals	titles or names	
	and objectives.		
	-Clarifying the		
	alternatives		
	-Gathering information		
	and weighing the		
	alternatives.		
	-Minimizing the risks.		
	-Planning and		
	implementing the best		
	alternative.		

	implementing the best	
	alternative.	
PREPARED BY:		APPROVED BY:
SIGN: vplorazqytfls.		SIGN:
NAME: LUBWAMA S	ГЕРНЕМ	NAME:
TITLE: ENTREPRENI	EUR	TITLE:

#### PROGRAMME FOR CARRYING OUT PERSONAL SELLING

#### KEN BANKS COSMETICS LIMITED

KBCL

#### P.O BOX 78, ENTEBBE

TEL:0705271299

#### PROGRAMME FOR CARRYING OUT PERSONAL SELLING.

DAY/DATE	ACTIVITIES CARRIED OUT	PERSON IN CHARGE	REMARKS
MONDAY	-Carrying out pre-customer contact	employer	
TUESDAY	-Carrying out prospecting	employer	
WEDNESDAY	-Making Initial contact	employer	
THURSDAY	Presenting of merchandise	Sales person	
FRIDAY	Handling objections	Sales manager	
SATURDAY	Closing sales	Sales manager	
SUNDAY	Suggestion selling and making follow-ups	supervisors	

Prepared by:

BOBI WINE

Approved by:

BEBE COOL

SALES MANAGER GENERALMANAGER

#### A PROGRAMME FOR HANDLING INDISCIPLINE EMPLOYEES OF THE BUSINESS.

#### MOON ENTERPRISES LIMITED.

MELD

### P.O BOX 12, KAMAPLA.

TELL: 0765432123.

"Dealers in buying and selling of stationary products"

# PROGRAMME FOR HANDLING INDISCIPLINE EMPLOYEES.

Time frame	Activity	Person in charge	Remarks
Time frame Must be filled in	-Forming disciplinary committees of the organizationCalling and counseling undisciplined cases in the organizationIssuing a warning letter to the indiscipline personMeeting the disciplinary committee for defenseDecision by the	Person in charge  Must be filled in	Remarks Should be left blank
	committee either to pardon him or her, suspend him or her or refer to board of director's meeting to decide.		
Prepared by:	1	Approved	by:
Sign:		Sign:	
Name:		Name:	
Title:		Title:	

# A PROGRAMME TO FOLLOWED WHILE PREPARING THE OPERATIONAL BUDGET FOR THE ENTERPRISE.

### MATUGGA BOOKSHOP ENTERPRISE.

MBE

### P.O BOX 68, KAMPALA.

TELL: 0757123456908.

"Dealers in selling of high quality stationary products"

### PROGRAMME TO BE FOLLOWED WHILE PREPARING THE OPERATIONAL BUDGET.

Time frame	Activity	Person in charge	Remarks
Must be filled in	- Setting the business	Must be filled in with	Should be left blank
	goals and objectives for	names or titles.	
	the period budgeted for.		
	- Determining the		
	activities to be carried		
	out and their timetable.		
	-Estimating the sales to		
	be made.		
	-Estimating the cost of		
	goods or services to be		
	sold.		
	-Computing the gross		
	profit.		
	-Estimating the		
	operational expenses.		
	-Determining the net		
	profit (before tax).		
	-Determining the tax		
	payable (if any).		
	-Calculating the net		
	profit ( after tax).		
Prepared by:		$\mathbf{A}_{\mathbf{I}}$	pproved by:
Sign:		Sig	gn:
Name:		Na	ame:
Title:		Title:	

#### A PROGRAMME TO BE FOLLOWED WHILE PREPARING A BUSINESS PLAN.

### MATUGGA BOOKSHOP ENTERPRISE.

MBE

# P.O BOX 66, KAMPALA.

TEL: 0781232456.

"Dealers in offering of secretarial services"

# PROGRAMME TO BE FOLLOWED WHILE PREPARING A BUSINESS PLAN.

Time frame	Activity	Person(s) in charge	Remarks
Must be filled in	-Scanning the	Must be filled in with	Should be left blank
	environment and	names and titles.	
	selecting a suitable		
	business opportunity.		
	-Conducting a market		
	survey.		
	-Gathering relevant		
	data concerning the		
	different aspects of the		
	business and establish		
	their costs.		
	-Drafting a business		
	plan with all its		
	contents.		
	-Discussing the drafted		
	business plan with		
	experienced persons.		
	Drafting or finalizing		
	the business plan.		
	-Preparing an action		
	plan for		
	implementation of the		
	business plan.		
Prepared by:		Approved by	•
Sign:		Sign:	
Name:		Name:	
Title:		Title:	•••••

# A PROGRAMME TO BE FOLLOWED WHILE COMMENCING OR STARTING UP BUSINESS OPERATIONS.

# ZIGOTI TEA PROCESSING PLANT.

ZTPP

#### P.O BOX 555, MITYANA.

TEL: 0756123456.

"Dealers in processing and selling of tea products"

#### PROGRAMME TO BE FOLLOWED WHILE COMMENCING BUSINESS OPERATIONS.

Time frame	Activity	Person(s) in charge	Remarks	
Must be filled in	-Identifying potential	Must be filled in with	Should be left blank	
	business opportunities.	titles or names		
	-Selecting the suitable			
	business opportunity.			
	-Carrying out market			
	survey for the selected			
	business opportunity.			
	-Preparing a business			
	plan.			
	-Mobilizing necessary			
	resources like funds.			
	-Completing all the pre-			
	commencement legal			
	formalities.			
	-Acquiring land or			
	building, equipments			
	and tools.			
	-Preparing a marketing			
	plan.			
	-Launching the			
	enterprise.			
	-Managing the business			
	operations.			
Prepared by:		Approved by:		
Sign:	•••••	Sign:		
Name:		Name:		
		Tr' d		
Title:		1 itie:		

# A PROGRAMME TO BE FOLLOWED WHEN TURNING A BUSINESS IDEA INTO A BUSINESS OPPORTUNITY.

#### NICE NICE BAKERS LIMITED.

NNBLD

P.O BOX 200, JINJA.

TEL: 0752200200.

"Dealers in producing and selling of high quality bakery products"

# PROGRAMME TO BE FOLLOWED WHEN TURNING A BUSINESS IDEA INTO A BUSINESS OPPORTUNITY.

Time frame	Activity	Person (s) in charge	Remarks
Must be filled in	-Documenting the idea	Must be filled in (	Remarks
	or the invention.	with titles or names	
	-Researching about the		
	idea.		
	-Researching about the		
	market.		
	-Making a protype.		
	-Filling a patent.		
	-Marketing the		
	invention or the idea.		

	-raning a patent.		
	-Marketing the		
	-Marketing the invention or the idea.		
Prepared by:		Approved by:	
Sign: กระกานนางการการการการการการการการการการการการการก	yphh	Sign:	
Name: Bawera Daphii	ne	Name:	
Title: intrapreneur		Title:	

#### A PROGRAMME TO BE FOLLOWED WHEN BUYING SHARES IN AN ENTERPRISE.

#### WESTLAND BAKERS LIMITED.

WLD

# P.O BOX 456, MUKONO.

TEL: 07579123456.

"Dealers in producing and selling of high quality bakery products"

### PROGRAMME TO BE FOLLOWED WHEN BUYING SHARES IN AN ENTERPRISE.

Time frame	Activity	Person in charge	Remarks
Must be filled in	-Finding and contacting the brokerDeciding on the type of shares to buyDeciding on the price and number of shares to buyPlacing an orderReceiving a copy of the prospectus -Paying for the shares to the brokerReceiving a contract noteReceiving the share certificate from the registrar.	Must be filled in	Should be left blank
Prepared by:		Appro	oved by:
Sign:		Sign:.	
Name:		Name	e:
Title:		Title	•

#### A PROGRAMME TO BE FOLLOWED WHEN SELLING SHARES.

# WESTLAND BAKERS LIMITED.

WDL

### P.O BOX 77, MUKONO.

TEL: 0757123456.

"Dealers in producing and selling of high quality bakery products"

# PROGRAMME TO BE FOLLOWED WHEN SELLING SHARES IN WESTLAND BAKERS LIMITED.

Time frame	Activity	Person in charge	Remarks
Must be filled in	-Finding out how much shares are selling in the market through brokers/dealers -Contacting a broker/dealer to sell the shares at a satisfactory price pressing an order to sell the shares -Sending a sales contract note after selling the shares by the broker to the seller. It shows the net sales payable to the seller -Receiving the cheque by the seller as advised by his/her broker	Must be filled in with names or titles	Should be left blank

	Droker			
Prepared by:		Approved by:		
Sign:		Sign:		
Name:		Name:		
Fitle:		Title:		

### A PROGRAMME FOR SURVEYING A BUSINESS IDEA.

### WESTLAND BAKERS LIMITED.

WBL

# **P.O BOX 456, GULU.**

TEL: 0768900934.

"Dealers in producing and selling of high quality bakery products"

# PROGRAMME FOR SURVEYING A BUSINESS IDEA.

Timeframe	Activity	Person in charge	Remarks
Must be filled in	-Idea stage or idea	Must be filled in	Should be left blank
	development.		
	-Analyzing the idea.		
	-Checking out for		
	competition.		
	-Turning the idea to		
	make it work in case it		
	looks like a flop or		
	reworking the idea.		
	-Preparing a marketing		
	plan and budget		
	showing the		
	distribution strategy in		
	case the idea is ready to		
	go.		

	case the idea is ready to		
	go.		
Prepared by:		Approved by:	
Sign:		Sign:	
Name:		Name:	
Title:		Title:	

# WEEKLY OR DAILY TREATMENT PROGRAMME FOR ST LUKU HEALTH CENTRE.

ST LUKU HEALTH CENTRE				•	STLHC			
	P.O BOX 45, KAGAVU.							
		TEL: 07	654321234.					
		"We treat a	nd GOD heals"					
WEEKLY OR	DAILY TREAT	MENT PROGRA	MME FOR TH	E MONTH OF N	OVEMBER 2019.			
Day	Time	Type of Disease Treatment or Sickness	Venue(room)	Person responsible (staff on duty)	Remarks.			
Must be filled in	Must be filled in	Must be filled in	Must be filled in	Must be filled in with names or titles	Should be left blank			
Prepared by:			1	Approved	d by:			
Sign:	• • • • • • • • • • • • • • • • • • • •	••••		Sign:				
Name:				Name:	•••••			
Title:	•••••	••••		Title:	•••••			

#### **BUSINESS CHARTS.**

Charts flow in descending order using arrows.

#### These are.

- i. **Organizational chart or administrative chart or human resource chart or management chart**. This shows the hierarchy of authority within an organization. It shows the superiors and subordinate within an organization showing clearly who reports to another. i.e. it should contain the title, heading i.e. business name and address, document title, shareholders, board of directors, managing directors, different managers like financial, production, procurement, human resource manager, marketing manager etc. as well as their assistants plus causal workers or support staff.
- ii. **Machinery layout**. This shows the arrangement of machinery within the business premises. i.e. from production machine, sieving machine, grading machine, separation machine, packaging machine, capping machine, labeling machine.
- iii. **Communication chart**. This shows the steps followed to convey a message between different parties i.e. sender, message, encoding, media, decoding, receiver and feedback.
- iv. **Process flow chart.** This shows the procedure followed to produce goods. It shows the stages followed to produce a given product. i.e. from extraction, mixing with ingredients, adding preservatives, filtering, packaging, storage and distribution.
- v. **Marketing flow chart or supply chain distribution chart, distribution chart.** This shows the paths goods take to reach the final consumers. i.e. from i.e. producer to final consumers, producer to agents to consumer, producer to wholesaler to retailers to consumers, producer to retailers to consumers.

#### BUSINESS COMMUNICATION DOCUMENTS.

Under communication we analyze all ways of sending messages within the business or from the business to external or outside parties. It includes all forms of business letters, memo, notice, circular, agenda, minutes and a report etc.

#### Some of business letters are.

- Invitation letter.
- **❖** Application letter.
- \* Recommendation letter.
- Complaining letter.
- **\*** Termination letter.
- ❖ Appointment letter.
- Circular invitations.
- Credit status inquiry letter
- ❖ Appreciation letter.
- ❖ Apology letter etc.

**N.B:** By use of modern format or style **i.e.** blocked style.

### Complaining letter.

Some times in business you may not be given the appropriate quality of goods order for or there may be anything which is contrary to the business expectations. This may call for a letter to complain about the same.

#### Example.

A COMPLAINT LETTER TO A TIMBER SUPPLIER WHO SUPPLIED WET TIMBER.

BLESSED FURNITURE WORKSHOP.

BLFWS

P.O BOX 123, KAMPALA.

TEL: 0757057689/0778123456.

**DATE:** 20<sup>TH</sup> JULY, 2019.

**REF NUMBER:** BFW/CL/20/7/2019.

THE SALES MANAGER.

TIMBER SUPPLIES LIMITED.

P.O BOX 345, MBALE.

#### **DEAR SIR/MADAM:**

#### RE/SUBJECT: SUPPLY OF WET TIMBER.

I wish to let you know that I received timber I had ordered for from your company which was delivered on 10<sup>th</sup> July 2019.

I however wish to forward my extreme concern to you that all the timber supplied was wet and I cannot utilize it, as it does not meet the requirements or expectations of our esteemed customers.

Regarding the above, I fell the least your company can do is to refund the full cost incurred in the process of buying and transporting the timber. I expect prompt action to be taken by your company on this matter.

I would appreciate an early reply along with my refund.

Yours faithfully:

A20HPUEDAANDU.

NAJJUMA BETTY MOSES.

Purchasing manager.

**Enc:** Copy of the inspection note.

CC: Chief accountant.CC: General manager.

# Warning letter.

This words used in the body of a warning letter must be strong enough to enable the culprit change behavior for the success of the business.

# A WARNING LETTER TO MR SSEMAKULA BRIAN THE HUMAN RESOURCE MANAGER OF WESTLAND BALERY LIMITED.

WESTLAND BAKERY LIMITED. QAZCXT			
P.O BOX 06, KABALE.			
TEL: 0756432123.			
DATE: 26 <sup>th</sup> August 2019.			
OUR REF: WB/MB/26/08/2019.			
YOURS REF:			
TO: MR SSEMAKULA BRIAN			
WESTLAND BAKERY LIMITED.			
P.O BOX 06, KABALE.			
TEL: 0757083332.			
DEAR SIR:			
RE: WARNING LETTER.			
I write to inform you that the management is not satisfied with the way you perform your duties.			
You are therefore warned to improve your performance and create change in your attitude towards work otherwise we shall be forced to do away with you.			
Yours sincerely.			
CVOOY95L9.			
KATAAVA ISAAC.			
GENERAL MANAGER.			
WESTLAND BAKERY LIMITED.			
CC: Company directors.			
CC: Heads of department.			
CC: Personal file.			

#### Application letter.

This is written by the job applicant seeking for employment in a given enterprise. The body should contain the quote of the advert, age, nationality, academic papers, gender and the post applied for and experience.

#### Example.

AN APPLICATION LETTER TO MITYANA STANDARD SECONDARY SCHOOL FOR THE POST OF ENTREPRENEURSHIP EDUCATION TEACHER.

SSEAMKULA BRIAN.

**WQAYZXX** 

P.O BOX 01 KYAMBOGO UNIVERSITY.

TELL:0757080622/0778430486.

DATE:  $15^{TH}$ , SEPTEMBER, 2019.

**THE: DIRECTOR OF STUDIES** 

MITYANA STANDARD SECONDARY SCHOOL-KAGAVU.

P.O BOX 41, MITYANA.

DEAR SIR/ MADAM.

### RE: APPLICATION FOR THE POST OF ENTREPRENEURSHIP EDUCATION TEACHER.

I have just seen the advertisement for the above post in daily monitor of Saturday 14<sup>th</sup> September 2019. And I wish to humbly submit in my application for the above post.

I am a male Ugandan aged 24 ready to work under minimum supervision to the expectations of the school in the post folio of entrepreneurship education teacher. Am pursuing a bachelor's degree in business studies with education year three Kyambogo university.

Awaiting for your positive response.

Yours faithfully.

&DGBRTOKLEMK.BY.

SSEMAKULA BRIAN.

0757080622/0778430486.

**ENC:** Copy of my CV, academic papers and admission form Kyambogo university.

CC: File.

**Invitation letter.** 

Example.

A LETTER TO THE VETERINARY OFFICER SEEKING TECHNICAL ADVICE ABOUT THE PROJECT.

KAMENYA GOAT REARING PROJECT LIMITED.

KGRPL

P.O BOX 345, KAMPALA.

TEL: 0774-070705.

DATE: 01<sup>ST</sup> DECEMBER 2019.

THE VETERINARY OFFICER.

P.O BOX 23, MUKONO.

DEAR SIR/ MADAM.

RE: SEEKING TECHNICAL ADVICE ON GOAT REARING PROJECT.

I hereby request for technical advice for the improvement of the goat project I am investing in. the goat project is located at mukono trading centre two miles Bugerere road plot 15.

I shall be very grateful for a positive response.

Yours faithfully.

IN EBUHYER.B

Kamula Ronald.

General manager.

**CC:** Project director.

# A LETTER INVITING THE DISTRICT ENVIRONMENT OFFICER FOR BUSINESS ENVIRONMENT ASSESSMENT.

WESTLAND BAKERS LIMITED.	WLBK		
P.O BOX 34, WAKISO.			
TEL: 0778430486.			
	<b>DATE:</b> 19 <sup>TH</sup> /07/2019.		
OUR REF: WTL/BL/19/07/2019.			
YOUR REF:			
THE DISTRICT ENVIRONMENT OFFICER.			
WAKISO DISTRICT.			
DEAR SIR/MADAM,			
RE: ENVIRONMENT IMPACT ASSESSMENT.			
I humbly forward in my request to your office requesting you to assess the impact of our business on the environment. The business is located in wakiso zone D opposite henry tea processing plant.			
A-waiting for your positive response.			
Yours faithfully.			
2R70MOIG.P.			
KAKOOZA JOHN.			
GENERAL MANAGER.			
ENC: Business plan.			
CC: Uganda police wakiso.			
CC: Company director.			

# A LETTER INVITING ENVIRONMENT OFFICIAL TO ADVISE YOU ON THE SITTING AND CONSTRUCTION OF YOUR PROPOSED PREMISES.

QUEEN RESTAURANT LTD	
P.O BOX 11309 KAMPALA- UGANDA	
TEL.0712-567890	
E-mail queenrestaurant@gmail.com	
You Ref	Date/
/	
Our Ref	
To:	
UGANDA ENVIRONMENTAL AUTHORITY	
P.O BOX 34 KAMPALA- UGANDA	
Dear Sir/Madam,	
RE: APROVING THE ENVIRONMENTAL IMPACT O	F THE
RESTAURANT	
Am here by submitting in a request for inspection of our new site located	on Salaama
Road next Zedd Club 2km from Entebbe Road for the proposed mentioned	business.
We shall be very grateful if our request is put into your consideration.	
Yours in Service	
KKJKJKKJJ:rfjjrfjjjj	
Managing Director	

#### **Recommendation letter.**

This act as a basis for employment of the person recommended. The person recommending should include positive words in the body concerning the workers work profile. The employers will base on this record to consider the employee for recruitment or not.

#### Example.

A LETTER OF RECOMMENDATION TO MR KIGUNDU JOSEPH AN ACCOUNTANT SEEKING TO JOIN WESTLAND BAKERS LIMITED.

KK BAKERS LIMITED. KKBSL

P.O BOX 08, MITYANA.

TEL: 0756745454.

**DATE:** 12<sup>TH</sup> JULY 2019.

OUR REF: KKBL/SEK/12/7/2019.

YOUR REF: .....

THE HUMAN RESOURCE MANAGER.

**WESTLAND BAKERS LIMITED** 

P.O BOX 23, KAMPALA.

#### DEAR SIR/MADAM.

# RE: RECOMMENDATION OF MR KIGUNDU JOSEPH FOR A POST OF AN ACCOUNTANT

I struggle recommend without a reservation Mr kigundu joseph for a post of an accountant. I have worked with Mr kigundu joseph for almost 20 years and is a very hardworking, responsible, careful etc. his change of work place is not connected to behavior but it is change of environment of work.

Any assistance rendered to him is highly appreciated.

Yours faithfully

GESZD.

KAKOOZA HENRY.

HUMAN RESOURCE MANAGER.

CC: Company file.

# Credit status inquiry.

This is written by an entrepreneur seeking for credit worthiness of a new client.

### Example.

# A CREDIT STATUS INQUIRY ON A NEW CLIENT WHO WANTS TO TAKE GOODS ON CREDIT FROM WESTLAND BAKERS LIMITED.

WESTLAND BAKERS LIMITED.	WSLBLD
P.O BOX 34, MUBENDE.	
TEL: 0768909809.	
	<b>DATE</b> : 30 <sup>th</sup> /10/2019.
OUR REF: WLB/LO/30/10/2019.	
YOUR REF:	
THE GENERAL MANAGER.	
DFCU BANK, MUBENDE BRANCH.	
P.O BOX 23, MUBENDE.	
DEAR SIR/MADAM.	
RE: <u>CREDIT STATUS INQUIRY.</u>	
We have been approached by Mr Katamba Godfrey of mubende enterprises lim stationary products on credit amounting to shs 20,000,000.	ited, requesting for
Has been given your bank as a reference. We request you at your earliest conve information about the same. Information will be kept in a confidential way and him.	
A self-addressed envelope has been enclosed for us.	
Awaiting for your positive response.	
Yours faithfully.	
awyrdolkhih voftb.	
SENOGO PIUS.	
MANAGING DIRECTOR.	
CC: File.	
CC: DFCU BANK.	

### Appointment letter.

This shows the terms and conditions under which some one has been employed. The body contains five major elements e.g. salary, job title, duties and responsibilities, when to start working, immediate supervisor, appointing authority, duty station minute number and terms of employment.

# AN APPOINTMENT LETTER TO THE NEWLY RECRUITED HUMAN RESOURCE MANAGER OF GOD'S GRACE ENTERPRISES.

GOD'S GRACE ENTERPRISES.	GGEPS
P.O BOX WAKISO.	
TELL: 0757898098.	
	<b>Date:</b> 18 <sup>th</sup> /11/2019.
Our ref: <b>GSG/E/18/11/2019.</b>	
Your ref:	
TO MR. SSEMPA MARTIN.	
P.O BOX 29, MITYANA.	
DEAR SIR,	
RE: APPOINTMENT AS A HUMAN RESOURCE MA	NAGER.
Subsequent to your successful interview, the board of directors of <b>GOD</b> has under minute no 23 (112/2019) recruited you as a human resource n your duty station. And your duties and responsibilities are:	
<ul> <li>Determining manpower.</li> <li>Motivating employees. And other roles of human resource n</li> </ul>	nanager.
You are reporting to the general manager and will give you further guid	ance in your duties
Terms and conditions of your service are, your basic monthly salary sha shall rent for you a house at a cost of shs <b>200,000</b> per month and also mater bills.	_ ·
Your appointment letter is effective 5 <sup>th</sup> /12/2019.	
Yours faithfully.	
HHERBG.	
KASOZI LAWRENCE.	
GENERAL MANAGER. GOD'S GRACE ENTERPRISES.	
CC: File.	

### Permission letter.

# A LETTER TO THE DISTRICT TRADE LICENSING AUTHORITY FOR PERMISSION TO REGISTER BAKO MONEY LENDING PROJECT.

BAKO MONEY LENDING PROJECT.	BMMLP	
P.O BOX 14 GULU.		
TELL: 0787876563		
	DATE: 24 <sup>TH</sup> NOVEMBER 2019.	
OUR REF: KM/24/11/2019.		
YOUR REF:		
TO DIRECT TRADE LICENSING AUTHORITY.		
P.O BOX 19, GULU.		
DEAR SIR/MADAM,		
RE: PERMISSION TO REGISTER	BAKO MONEY LENDING PROJECT.	
I hereby submit my request for permission to register the above mentioned project. It's to be located in gulu town on plot 14 Miri road to provide financial assistance to the local community.		
I shall be very grateful for your positive response.		
Your faithfully.		
WWREEHE. TGRECC P		
OTIM DAN		
Project General Manager.		
CC: Chairman L.C.5.		
CC: Chairman Board of Directors.		
ENC: Business Plan Document.		

#### **Termination letter.**

This discontinues someone from his or her job. It is the same as dismissal letter.

# A TERMINATION LETTER TO MR KATAAVA ISAAC A MARKETING MANAGER OF ZIGOTI JUICE PROCESSSING PLANT.

ZIGOTI JUICE PROCESSSING PLANT	ZJMP
P.O BOX 23, MITYANA.	
TEL: 0754545534.	
	<b>DATE</b> : 20/9/2019.
Our ref: ZJP/20/9/2019.	
Your ref:	
To: MR KATAVA ISAAC.	
DEAR SIR,	
RE: <u>TERMINATION LETTER.</u>	
I would like to commend your good services you have been render manager since we employed you. However, we are not able to continue with your bring it to your notice that effective 16th /9/2019 you are no longer a marketing Your services have been terminated.	our work and I would like to
Your termination package of shs 80,000 has been arranged. Collect it from the	general cash office.
Your faithfully.	
VVGRWESGG, OPP.	
SSEMAKULA MOSES.	
GENERAL MANAGER.	
CC: Personal file.	
CC: Heads of department.	
CC: Shareholders.	

#### Circular invitation letter or note.

This is used to give the same information to different persons. One document is prepared and copies are produced to circulate it to various people or parties. **example** 

# A CIRCULAR INVITING EMPLOYEES OF KATO COFFEE PROCESSING PLANT TO AN URGENT MEETING.

KATO COFFEE PROCESSSING PLANT.	KTPPI
P.O BOX 78, MITYANA.	
TELL: 0786543212.	
	<b>DATE:</b> 19 <sup>TH</sup> /10/2019
OUR REF: KT/PLT/19/10/2019.	
YOUR REF:	

**TO:** ALL WORKERS OR EMPLOYEES.

FOR KATO COFFEE PROCESSING PLANT.

P.O BOX 78, MITYANA.

#### DEAR MEMBERS,

#### RE: INVITATION TO AN URGENT MEETING.

You humbly invited to <u>attend an urgent meeting</u> to be informed about changes in our production methods, packaging, distributions and others.

The meeting is to take place on the 22rd/10/2019 in the factory main hall at 10:00am.

Keep time. Hoping to see you.

#### Yours faithfully.

HOTERBY CUNMOB.P.

#### KATO HENRY.

#### GENERAL MANAGER.

CC: Board of directors.

**CC:** Heads of department.

**CC:** Shareholders.

**CC:** Company employees or workers.

**ENC: -Agenda for the meeting** 

MAJORINE RESTAURANT.

વઘાશીંદુ

P.O BOX 777 MASAKA.

TELL: 0757111622.

"Dealers in producing and selling of high quality food stuffs"

Inquiry letter no: 04 <u>LETTER OF INQUIRY</u> Date:2rd/8/2019

9<sup>th</sup>/11/2019.

Your ref.....

TO BRIAN TRADERS.

P.O BOX 89, NAKAPIRIPITI.

Dear sir.

RE: INQUIRY.

We are interested in purchasing wheat product from your project. Kindly request you to provide for us with relevant information about the available wheat product in terms of prices, terms of sale, delivery terms and other information related to the product.

We shall be very grateful if you feed us the above information.

Hope to place substantial orders and we would like delivery early December, 2019.

A-waiting for your positive response.

Yours faithfully,

R*DEW23AAA*. B

NAKAZZI MAJORINE.

PURCHASING MANAGER.

**CC: Procurement officer.** 

Cc: General manager.

#### AN INVITATION LETTER TO THE LAUNCH OF WETLAND BAKERY.

#### WSLD

#### WESTLAND BAKERY

#### P.O BOX 56, KABONGO.

TEL: 0757089674.

"Dealers in producing and selling of high quality bakery products"

Date: 12th/December, 2019.

OUR REF: WLD/12/12/2019.

YOUR REF:....

TO THE DISTRICT HEALTH INSPECTOR.

P.O BOX 23, KABONGO.

TEL: 07571290234.

Dear, Madam,

### RE: INVITATION TO THE OFFICIAL LAUNCH OF WESTLAND BAKERY.

I hereby write to invite you to the official launch of Westland bakery.

The function will take place in the business premises at project conference main hall on 20<sup>th</sup>, December, 2019. It will commence at 11:00 am up to 05:00 pm.

A-waiting for your positive response.

Yours faithfully.

Fhhhjjdjdjjddjppwwaad

Kaketo Henry.

Project General Manager.

CC: Kabongo police station.

**ENC:** Programme for the launch.

#### Notice.

This is used to give short or brief messages to concerned persons.

#### Example.

A NOTICE INVITING SHARE-HOLDERS FOR A MEETING TO DISCUSS THE REVIVAL OF WESTLAND BAKERY LIMITED.

#### WESTLAND BAKERS LIMITED.

WK.JI

#### P.O BOX 23, SOROTI.

TELL: 0757080621.

# NOTICE.

**DATE:** 10<sup>TH</sup>/10/2019.

**TO:** Share-holders.

**SUBJECT:** Share-holders meeting.

You are all invited for a meeting to discuss the revival of our project. Its scheduled to take place on Monday  $4^{th}/12/2019$  at 09:00am in the share-holder's board room.

You are all requested to keep time and come with development ideas.

Looking forward to your positive response.

Yours faithfully.

AGRIYBMKIU EQGH.MM.

SSEMPA MARTIN.

GENERAL MANAGER.

**CC:** Factory notice board.

**CC:** Assistant general manager.

#### Memo.

Memo is memorandum in full. It is an internal communication. Communication from one officer or department to another but within the same organization. **It includes the following elements i.e.** name and of the company, document title, business logo, from, to, date, reference no, subject line, the body, signature and name, frame etc.

#### Example.

# A MEMO TO THE PRODUCTION MANAGER ABOUT THE COMPLAINTS RAISED BY CUSTOMERS.

#### WESTLAND BAKERS LIMITED.

P.O BOX 555, MUKONO.

TELL: 0778430486.

# <u>MEMO</u>

**FROM**: Managing director Westland bakers limited.

**TO**: Production manager.

**REF NO**: 223/04/2010.

**DATE** :  $04^{th}/11/2019$ .

#### SUBJECT: COMPLAINTS FROM CUSTOMER ABOUT QUALITY.

I hereby bring it to your attention that customers are complaining about the poor quality for our products.

Please handle and rectify the issue with immediate effect.

Yours faithfully.

QUB EGH JOHNH

LUBEGA JOHN.

MANAGING DIRECTOR.

**CC:** Purchasing manager.

CC: Sales manager.

**CC:** General manager.

#### Agenda.

This is an outline of ideas or items to be discussed in a meeting. It is always circulated before the meeting starts to enable participants get prepared in order to deliberate effectively during the meeting. It is circulated along with the invitation notice and minutes of previous meeting.

#### Example.

# A GENDA FOR THE END OF STAFF MEETING FOR TERM III AT KYADDONDO SECONDARY SCHOOL.

#### KYADDONDO SECONDARY SCHOOL - MATUGGA.

P.O BOX 33, KAMPALA.

REWQ

TELL: 076598765565.

"Invest for the future".

# AN AGENDA FOR THE MEETING SCHEDULED FOR MONDAY 5<sup>TH</sup>/ 12/2019.

- i Opening prayer.
- ii Reading apologies.
- iii Reading of previous minutes.
- iv Communication from the chairman.
- v Communication from heads of departments.
- vi Matters arising from 3 and 4.
- vii Closing prayer.

viii Closure.

SIGN: WWWWWWOOPP.

NAME: MAWANDA HENRY.

SCHOOL SECRETARY.

#### Report writing.

A report contains name and address, date, from, to, subject line purpose i.e. vision and mission conclusions, prepared by, approved by and recommendations after an investigation. A report must be accurate, clear, complete, concise and logically arranged.

#### Example one.

# A REPORT TO THE MANAGING DIRECTOR CONCERNING MARKET RESARCH CARRIED OUT.

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#### WESTLAND BAKERS LIMITED.

#### P.O BOX 08 MITYANA.

TEL:0797989809.

DATE: 27th November 2019

TO THE MANAGING DIRECTOR.

WESTLAND BAKERS LIMITED.

P.O BOX 08 MITYANA.

DEAR MADAM,

# RE: <u>REPORT ON THE MARKET RESARCH CARRIED OUT ABOUT WESTLAND BAKERS</u> <u>LIMITED'S PRODUCTS.</u>

**Introduction,** on the 5<sup>th</sup> of august 2019, the managing director of Westland bakers limited instructed the marketing manager to carry out market research to establish the causes of declining sales in Westland bakers limited.

**Methods or procedures used:** the marketing manager had oral interviews with the middlemen in the distribution channel and clients, he distributed questionnaires to clients in order to obtain information as well as observation method while moving around market areas.

**Findings:** it was discovered that the distribution vehicles used to stop in only big trading centres like zigoti. There was poor packaging of products, poor customer care, and others.

**Conclusions:** the causes of declining sales in Westland bakers is as a result of limited product distribution, un attractive and un-skilled sales agents, poor relationship between sellers and customers and other reasons.

**Recommendations:** there is need for using more distribution trucks to enable all the customers or clients access the products, ensuring proper and attractive packaging, having good customer care and others.

Prepared by:	Approved by:
SIGN: <u>wwaao Jnn.iim</u>	SIGN:
NAME: SSEMAKULA HENRY.	NAME:
TITLE: MARKETING MANAGER.	TITLE:

#### Example two (02)

# A REPORT ABOUT THE OPERATION OF THE BUSINESS TO BE READ AT THE LAUNCH OF THE PROJECT.

#### **BMLPL**

#### BAKO MONEY LENDING PROJECT LIMITED.

#### **P.O BOX 345, GULU.**

TELL: 0757088922.

DATE: 27<sup>TH</sup>/11/2019.

TO: GENERAL PUBLIC.

FROM: MANAGING DIRECTOR.

# SUBJECT: <u>A REPORT ABOUT THE OPERATION OF THE BAKO MONEY LENDING PROJECT THAT WILL BE READ AT THE LAUNCH OF THE PROJECT.</u>

**Introduction or background and location,** Bako money lending project limited is a financial institution which provides both short and long term loans to community members at a low interest rate. It is located in gulu town plot 12 Miri road opposite gulu university.

# **Statement of purpose:**

**Vision:** "To be the leading money lending project at low interest rates in Gulu town".

**Mission:** "To improve the standards of living of the people by providing them with loans at affordable rates".

**Findings:** many people are poor because of lack of access to low interest rates for loans, few loan leading project in the area.

**Recommendations:** people in the area should access loans from the project at a low interest rate of 2% per year, only people in gulu should access loans in order to improve their living standard.

**Conclusion:** I conclude by calling upon all people of gulu to come and access loan at low interest rates and work hand in hand with the project management for better services.

Yours faithfully.

wegasfigomer. upkfldddreibzvzartyyg

MUGISHA ROBERT.

PROJECT GENERAL MANAGER.

**Curriculum vitae.** This shows the brief background of a person applying for a job. It contains personal data, education profile, higher qualification, skills and responsibilities, hobbies, contact address, referees, and declaration, signature and the date.

#### CONTRACT INFORMATION BOARD TO BE PLACED AT THE CONSTRUCTION SITE.

**Project:** Construction of Mbale District Offices. **Funder:** Mbale District Local Government. **Infrastructure Project:** Design Forum Managers. **Civil or Structural Engineers:** Lule Consults Limited. **Quantity Surveyers:** Build Cost Associates. **Electrical or Mechanical Engineers:** K/K Associates. **Contractor:** John Constructors. **Contract Duration:** Two Years. 20<sup>th</sup>/08/2019. **Starting Date:** 

### BUSINESS DOCUMENTS UNDER SOCIAL ENTREPRENEURSHIP.

These are document used in the process of creating a social enterprise in a given society or community.

A VISION STATEMENT FOR JJEZA PLASTIC AND WASTE MANAGEMENT SOCIAL ENTERPRISE PROJECT.

P.O BOX 45, M	UKONO. <b>WQZ</b>
TEL: 076543	·
''For better and clean	environment'
VISION STATI	<u>EMENT.</u>
"To be the leading plastic and waste management pr	oject in the country"
Prepared by:	Approved by:
Sign: GWXTYY.H	Sign:
Name: Katamba moses.	Name:
Title: Social entrepreneur	Title:

### A MISSION STATEMENT FOR WESTLAND CRAFTS SOCIAL ENTERPRISE.

WESTLAND CRAFTS SOCIAL ENTERPRISE.		
P.O BOX	45, JINJA.	
TELL: 0'	782312467.	
"For better standards of living"		
MISSION STATEMET.		
"To produce or provide high quality crafts products by using modern crafts making technology"		
Prepared by:	Approved by:	
Sign: AAAAAAAAO	Sign:	
Name: PIUS SK	Name:	
Title: INTRAPRENEUR.	Title:	

#### A STATEMENT OF GOALS USED IN SOCIAL ENTREPRENEURSHIP.

# WESTLAND CRAFTS SOCIAL ENTERPRISE.

WLCSE

P.O BOX 23, GULU.

TE: 0757654312.

"For better standards of living"

# STATEMENT OF GOALS OF THE PROJECT.

- To increase profits from the sale of a verity of crafts products by 04% within 4 years.
- To increase sales of crafts products by 06% in 4 years.
- To produce 2,000 pieces of crafts products within three years. To reduce the cost of production by 07% within five years.

Prepared by:	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

#### APROGROME FOR BECOMING SOCIAL ENTREPRENEUR.

ໜ່ວຍ WESTLAND FURNITURE SOCIAL ENTREPRISE.

#### P.O BOX 02 MITYANA.

TELL: 0703074568

"Aiming at fighting poverty in zigoti community"

# PROGRAM FOR BECOMING SOCIAL ENTREPRENEUR.

Time frame	Activity	Person in charge	Remarks
Monday	Developing the idea for becoming a social entrepreneur.	Must be filled in with names or titles	Should be left blank
Tuesday	Discovering the vision, passion and skill.		
Wednesday	Identifying the opportunities in the community		
Thursday	Matching the vision with opportunities available in the community.		
Friday	Acting and spreading change.		

Prepared by:	Approved by:	
SIGN: <u>33.W3K.ULB</u>	SIGN	
NAME: SSEMAKULA Brian	NAME:	
TITLE: AN ENTREPRENURE	TITLE:	

# APPROGRAMME FOR THE VISIONARY APPROACH TO ADDRESS UNEMPLOYMENT PROBLEM BY WESTLAND ENTERPRISE UGANDA.

### WESTLAND BAKERY SOCIAL ENTERPRISE PROJECT.

KKAAKKAA

P.O BOX 34, GULU.

TELL: 0778430906.

"For better standards of living within the community"

### PROGRAMME FOR VISIONARY APPROACH.

DATE	ACTIVITY	PERSON(S) IN CHARGE	COMMENTS OR REMARKS
To be filled in	-Defining the vision.	Fill in either names or	Should be left blank.
	- Examining the current	titles	
	reality		
	- Identifying and		
	acknowledge the gap		
	- Setting action steps to		
	close the gap		
	-Identifying the		
	resources required.		
	- Setting priorities.		
	-Choosing a person		
	who is accountable for		
	each task.		
	-Getting commitment		
	from the accountable		
	people.		
	-Agreeing on the start		
	and end time.		
1	-Getting started.		

	-Agreeing on the start	
	and end time.	
	-Getting started.	
Prepared by:		Approved by:
Sign: AAAA		Sign:
Name: Mayanja Ron	ald	Name:
Title: ENTREPREN	EUR.	Title:

#### Example one

#### THEORY OF CHANGE FOE WESTLAND FURNITURE WORKSHOP P.O BOX 11 MITYANA.

#### WSFW

### WESTLAND FURNITURE WORKSHOP.

#### P.O BOX 11 MITYANA.

TELL: 0777830486

"Dealers in producing and selling of quality furniture products".

### **THEORY OF CHANGE**

**Vision:** "To be the leading manufacture of high quality furniture in Uganda.

**Impact:** "Manufacturing of high quality furniture reduces the need for replacing furniture and reduces on the materials needed thereby reducing on the demand for timber which enable the business to attain its vision as well as reducing on the rate of deforestation.

Outcomes: The number of desks and tables in the surrounding schools and home steads.

**Activities:** Sourcing of high quality timber or inputs, ensuring quality finishing and varnishing, carrying out proper display and storage.

**Inputs:** These include, timber, machinery, human resource (people), financial resources (money) and information resource (knowledge).

## Example two

The theory of change should bring out the following;

		UNIQUE CRAFTS SOCIAL EN	TERPRISE. UCSE		
	P.O BOX 50, SOROTI.				
	TEL: 0700506070.				
	"For better standards of living"				
		THEORY OF CHANG	<u>E.</u>		
-	Vision	: "To become the leading crafts making social enterprise in Uganda"			
-	Impact	: The long term impact or results of the enterprise is to have enough good quality Crafts products for the community in Uganda.			
-	Outcomes				
-	Activities	: The activities performed by the enterprise are:			
		<ul> <li>Purchasing of crafts inputs which are of good quality.</li> </ul>			
	<ul> <li>Producing a variety of crafts products.</li> </ul>				
-	Inputs	: Labour, paper, waste products and others are resources used so as reach the vision.			
-	Prepared l	oy:	Approved by:		
	Sign: weenfu	<u>ejtjatijkkttnmame</u>	Sign:		
	Name: OK	ILE PHILIP	Name:		
	Title: SOC	IAL ENTREPRENEUR.	Title:		

## Example one.

WISTEA

## A ROOT CAUSE ANLYSIS FOR THE DECLINING SALES IN QUALITY BAKERY **CONDUCTED IN JUNE 2018.**

## SHASHA BAKERY SOCIAL ENTERPRISE P.O BOX 11, MITYANA.

TELL: 0750505684.

"Dealers in producing and selling of bakery products"

## ROOT CAUSE ANALYSIS TO IDENTIFY SALES DECLINE IN SHASHA BAKERY PROJECT.

**Problem statement**. There is a decline in the sales of bakery products from January to date.

*Possible causes.* This is due to poor customer care.

- Why-this was due to negative attitude of the sales agents.
- Why-poor working conditions.
- Why- poor supervision of sales agents by the marketing manager.
- Root cause: Poor working conditions in the bakery.

### Identifying action steps to take to correct the root cause. These include.

- Providing appropriate training on customer care to all the bakery workers.
- Paying workers in time. ii.
- Monitoring of the employee's performance. iii.

Prepared by:	Approved by:
SIGN: AAA	SIGN
NAME: VIVIAN Shasha	NAME:
TITLE: ENTREPRENEUR	TITLE:

## Example two (02)

The root cause analysis used to identify the unemployment problem or issue.

### UNIQUE CRAFTS SOCIAL ENTERPRISE.

UQCSE

P.O BOX 50, SOROTI.

TEL: 0765432123.

"Dealers in producing and selling of high quality crafts products"

## ROOT CAUSE ANALYSIS TO IDENTIFY UNEMPLOYMENT ISSUE IN SOROTI MUNICIPALITY.

**Problem statement:** there is high level of unemployment in soroti municipality.

- Why: this is because people do not have the appropriate or relevant skills needed.
- **Why:** this is due to poor or defective or inappropriate education system.
- Why: this is because the curriculum is not well researched.
- Why: this is due to corruption. Therefore, corruption is the root cause.

## Action steps to be taken.

- Fighting corruption or promoting proper accountability of donations or funds.
- Vocationalising of education system.
- \* Researching about the curriculum that is relevant or appropriate (undertaking education reforms).

Prepared by:	Approved by:
Sign: rirjnfnvfdjvjskaowmssen	Sign:
Name: KAMOGA JAMES.	Name:
Title: Marketing manager	Title:

## GEPIC STRUCTURE ADVOCACY OF THE COMMUNITY ABOUT PLASTIC AND WASTE MANAGEMENT.

### WESTLAND PLASTIC AND MANAGEMENT PLANT.

WAAOPM

P.O BOX 45, MITYANA.

TELL: 0757012622.

"For clean environment"

## GEPIC STRUCTURE FOR ADVOCACY ABOUT PLASTIC AND WASTE MANAGEMENT.

**DATE: 27<sup>TH</sup>/09/2019** 

**GREETINGS:** Good morning ladies and gentlemen I welcome you all to this gathering.

**ENGAGING:** We are all here for and important task of plastic and waste management disposal, proper disposal moves our environment clean, healthy and hygiene.

**PROBLEMS:** Poor and improper plastic and waste management disposal has caused many problems to our community such diseases like cholera, diolaria, malaria, also has caused soil infertility and others.

**INFORMING**: I am informing you solutions to the above problems. This includes recycle the waste, collect wastes and polythene bags and others.

**CALLING FOR ACTION:** I call all of you to come and work together and put in place those solutions so that the problems of poor plastic and waste management are solved.

Written by:	Approved by:
Sign; <u>GBQWQR_XCXGXY</u>	Sign:
Name: SSEMAKULA Brian	Name:
Title: MARKETING MANAGER	Title:

## WESTLAND CRAFTS SOCIAL ENTERPRISE.

### P.O BOX 34, MUKONO.

WLCSE

TELL: 0778930486.

"For better standards of living"

### PROGRAMME FOR BECOMING A SOCIAL ENTREPRENEUR.

DATE	ACTIVITY	PERSON(S) IN CHARGE	COMMENTS OR REMARKS.
To be filled in	-Identifying a social problem to solve.	Fill in either by names or titles	Should be left blank
	-Developing the vision and identifying the passion and skills required.		
	-Identifying opportunities in the community to exploit.		
	-Matching the vision with the opportunities available in the community.		
	-Acting and spreading change.		
	-Mobilizing the required resources.		
	-Completing pre- commencement legal formalities.		
	-Constructing the needed buildings.		
	-Purchasing and installing the required machinery, tools and equipment.		
	- Recruiting employees.		
	- Carrying out production trial.		
	-Launching the social enterprise.		
	-Starting operations or activities in the social enterprise.		

DESIGNED DI:	APPROVED DI:
SIGN: <i>A400000</i>	SIGN:
NAME: KATAVA ISAAC.	NAME:
TITLE: ENTREPRENEUR	TITLE:
TITLE. ENTRETREMECK	111 LE

### **BUSINESS PLANNING DOCUMENTS.**

The business is assumed to be operating therefore the tense to be used is the present simple tense i.e. is or are or es tense but words like should, shall, might, can, will, etc. must not be used. These are:

- Business vision statement.
- **&** Business mission statement.
- **Statement of goals and objectives.**
- **&** Business profile.
- General description of the business.
- ❖ An executive summary.
- Production plan.
- Financial plan.
- ❖ Action plan.
- **❖** Marketing plan.
- Organization plan **or** management plan **or** human resource plan **or** administrative plan.
- ❖ Work plan.
- Project proposal
- ❖ Site plan.
- Plant layout.
- ❖ Budgets which include; production, operational, ordinary / general budget, functional, capital expenditure, marketing, pre-operating, utility budget and production project cost etc.

## A VISION STATEMENT FOR WESTLAND BAKERY.

WESTLAND BAKERY. WLB				
P.O BOX 2	234, MITYANA.			
TEL: 0757908909.				
"Dealers in producing and selling of high quality bakery products"				
VISION STATEMENT.				
"To be the leading producer and supplier of bakery products whole over Uganda"				
Prepared by: Approved by:				
Sign: outojfkknfinkkfifigjajtatj	Sign:			
Name: OFWONO HENRY Name:				
Title: ENTREPRENEUR	Title:			

## A MISSION STATEMENT FOR WESTLAND CRAFTS SOCIAL ENTERPRISE.

$\mathbf{W}$	ESTLAND CRAFTS SOCIAL ENTE	RPRISE.
PAO USA	P.O BOX 45, JINJA.	
	TELL: 0782312467.	
	"For better standards of living"	,
	MISSION STATEMET.	
"To produce or provide high o	quality crafts products by using modern of	erafts making technology"
Prepared by:		Approved by:
Sign: AAAAAAA		Sign:
Name: YAWE FRANK		Name:
Title: INTRAPRENEUR.		Title:
A STATEMENT OF GOALS	FOR WESTLAND BAKERY.	
	WESTLAND BAKERY LIMITED.	WLBLD
	P.O BOX 45, MITYANA.	
	TEL: 0767812345.	
"Dealers in pro	ducing and selling of high quality bak	ery products"

## STATEMENT OF GOALS FOR THE PROJECT.

- To increase sales of bakery products by 08% per year.
- To lower the cost of production by 05% within 5 years.
- To increase profits from sale of bakery products by 07% within five years. To increase market, share by 05% within seven years.

To increase market, share by 05% within seven years.	
Prepared by:	Approved by
Sign:	Sign:
Name:	Name:
Title:	Title:

## A PRODUCTION PLAN FOR WESTLAND BAKERY P.O. BOX 33 MITYANA.

#### WESTLAND BAKERY

**WQXZA** 

#### P.O. BOX 33, MITYANA.

TELL: 0757077077

"Dealers in producing and selling of bakery products"

### PRODUCTION PLAN.

**Business location and premises**, it is located along mityana kampala road one kilometer from zigoti trading centre opposite shall petrol station in mityana district.

**Manufacturing process and flow,** the business produces high quality products. Basing on the projected demand it produces 100 bags of breads per week.

**Choice of machinery, tools and equipments used**, these include jerry cans coolers, tanks, generators, filter, labeling machines, packaging machines, stabilizers, fire-extinguishers etc.

**Raw-materials used** are oranges, mangoes, fruits, banana, wheat, water, sugar, salt, food colour and others.

**Labour requirements**, the business employs 20 workers of which seven workers are skilled and the rest are un skilled.

**Packaging requirements** are juice is packed in plastic jerry can of 20 litres, breads are packed in polythene bags.

**Power and utilities used are** Hydro-electricity power is at all times and a standby generator, diesel, water for cooling, washing and others.

**Transport facilities,** the business owns a pick-up vehicle which transport raw-materials and finished goods to market places.

**Waste disposal management**, wastes are disposed off to PPP pig farm which use them to produce pig feed as well as production of bio-gas.

**Other facilities required are** the business bought 20 office chairs, 25 office tables, 5 refrigerators, a television set, two computers a printer and some stationary goods like books.

**Purchasing and re-order level plan**, the business buys raw-materials in bulk to obtain discounts and the re-order level for wheat is a half of the total quantity required weekly.

## A FINANCIAL PLAN FOR WESTLAND BAKERY P.O BOX 33 MITYANA.

		WESTLAND BAKERY.	WLBD
	1	P.O. BOX 33 MITYANA.	
		TELL: O7570822222.	
	"Dealers in pro	oducing and selling of bakery produ	cts"
		FINANCIAL PLAN.	
REQU	IREMENTS	SHS (0000)	SHS (000)
FIXED	CAPITAL ITEMS		
>	Buildings	2,000	
	Vehicles	1,500	
	Furniture	1,000	
	Land	5,000	
Total f	ixed capital items.		<u>9,000</u>
WORF	KING CAPITAL ITEMS.		
>	Labour	500	
>	Water	200	
>	Electricity	300	
Fotal v	vorking capital items.		<u>1,000</u>
STAR	Γ-UP EXPENSES.		
>	Installation of electricity	400	
>	Installation of water source	200	
	Trading license	150	
	Market survey expenses	200	
Total start-up expenses.			<u>950</u>
	L FUNDS REQUIRED.		10,950

SOURCE OF FUNDS	
Items	shs
<ul><li>Personal savings</li><li>Loan from micro finance.</li></ul>	7,000,000 3,950,000
Expected sales, Westland bakery expects sales revenu	e of shs <b>5,000,000</b> per month.
<b>Profitability of the business</b> , the business expects a rathe end of the first year.	ate of return on investment of shs 4,000,000 at
Cash flow statement (per month)	shs.
<ul> <li>Cash inflows</li> <li>Cash outflows</li> <li>Balance c/d (net cash position)</li> </ul>	11,000,000 7,000,000 4,000,000
Prepared by:	Approved by:
Sign: kasule john	Sign:
Name: LULE JOHN	Name:
Title: FINANCIAL MANAGER	Title:

## A STATEMENT OF OBJECTIVES OF WESTLAND BAKERY LIMITED.

## WESTLAND BAKERY LIMITED. WIBLD

## P.O BOX 45, MITYANA.

TEL: 0783421234.

"Dealers in producing and selling of high quality bakery products"

## STATEMENT OF OBJECTIVES OF THE PROJECT.

- To increase profits by 10% per month.
- To increase market share by 30% per year.
- To lower the cost of production by 10% within three months.
- To increase sales by 15% within five months.

Prepared by:	Approved by:	
Sign:	Sign:	
Name:	Name:	
Title:	Title:	

## A MARKETING PLAN FOR THE PRODUCTS OF WESTLAND BAKERY P.O. BOX 33 MITYANA.

#### WESTLAND BAKERY.

WOSX

#### P.O. BOX 33 MITYAN,

TELL: 07570804562.

"Dealers in producing and selling of bakery products"

## **MARKETING PLAN.**

**Target market,** the target market for Westland bakery products includes, the residents from Kagavu trading centre, Zigoti, Tanda, kyankowe, kasozo, Nakitoro, Students from institutions like kyankowe primary school, Kagavu secondary schools etc.

**Products or services offered** are breads, cakes, doughnuts, daddies and other. These are packaged in polythene bags having business identity.

**Position of competitors** are the nearest direct competitors include KK bakery, zigoti bakery, Kagavu bakery limited.

**Pricing and sales are** one bread sold at shs 2,000, a pack of daddies at shs 5,000. The strategies used in pricing are cost oriented pricing, demand oriented pricing as well as competition oriented pricing.

**Promotion and advertising** used are advertising over radio ZIGOTI. to capture customers from distant areas, use of personal selling, sign post and other means of advertising and promotion.

**Distribution strategy are** Westland bakery sales its products directly to customers who come to the bakery premises, use of wholesalers and retailers.

**Projected marketing expenses are** Westland bakery incurs costs on radio advertising, sign post design, brochures and sales person's commission.

Prepared by:	Approved by:
SIGN	SIGN
NAME:	NAME
TITLE: MARKETING MANAGER.	TITLE:

### AN ORGANIZATION PLAN FOR WESTLAND BAKERY P.O BOX 33 MITYANA.

WESTLAND BAKERY.

WLBD

#### P.O. BOX 33 MITYANA.

TELL: 07574080622.

"Dealers in producing selling of bakery products"

## **ORGANIZATION PLAN.**

**Number of employees or people working in the business are** 20 workers of which eight workers are skilled and the rest are un-skilled. Skilled workers are general manager, financial manager, human resource manager, marketing manager, purchasing manager, production manager. While un-skilled workers are cleaners, packers (casual workers).

**Duties and responsibilities or tasks of workers** are the general manager is in charge of overall management, financial manager receives and pays out money, human resources manager responsible for recruiting employees as well as other functions of human resource management like motivation of employees. **On other hand** casual workers are responsible for cleaning, packaging of products as well as loading and off-loading of products.

Worker's qualifications are the general manager holds a bachelor's degree in business administration, financial manager holds a degree in accounting and finance, human resource manager with a bachelor's degree in human resource management. On other hand un-skilled workers possess O- LEVEL certificate.

**Fringe benefits given to employees** are skilled workers are given medical, housing, transport in addition to meals, **while** casual workers are given only meals.

**Worker's remuneration** or **payments per month**. The general manager is paid a monthly basic salary of shs 1,000,000, both the finance manager and production manager are paid each shs 500,000 and each casual worker is paid a basic salary of shs 100,000 every month.

Prepared by:	Approved by:
SIGN: £orASDDas	SIGN
NAME: Katamba Martin	NAME
TITLE: PROJECT MANAGER	TITLE

AN EXCECUTIVE SUMMARY FOR WESTLAND BAKERY P.O.BOX 33 MITYANA.

#### WESTLAND BAKERY.

**OWSXZ** 

## P.O. BOX 33, MITYANA

TELL: 0767080622.

"Dealers in producing and selling of high quality bakery products"

## **EXCECUTIVE SUMMARY.**

**The background of the business**, the business was established in 2000 with capital amounted to shs 55,000,000. It is located a long kampala mityana road one kilometer from zigoti trading centre.

**The objectives of the business,** these are. To increase market, share by 15% per year. To minimize the costs by 25% per year.

**Products or services offered**. These include bread, daddies, cakes and others.

The vision and mission statement of the business. The vision is. "To be the leading producer and supplier of bakery products in the whole district of mityana". The mission. To provide high quality bakery products to customers at low and affordable prices to satisfy their daily demands by using high quality inputs like wheat.

The competitive advantage of the business, the business employs highly experienced workers with high level of retention and motivation.

**The projected growth**, the business expects to open up more three branches in northern, western and central parts of Uganda.

The key members of the business, these are Mr Ssemakula Brian general manager, Mr Kato sales manager, Mr henry financial manager.

**Funding requirements of the business are** the business needs a larger ware-house, lorry truck, more land for expansion.

**Future plans,** the business plans to produce 10,000 breads per weeks.

**Brief overview of the market for the products and services**, the major market is between the zigoti trading centre but the business exports some products to western Kenya.

Prepared by:	Approved by:
SIGN	SIGN:
NAME:	NAME:
TITLE: GENERAL MANAGER	TITLE:

### PROFILE FOR WESTLAND BAKERY.

WESTLAND BAKERY.

**QSX** 

## P.O. BOX 33 MITYANA

TELL: 0757055555

"Dealers in producing and selling of high quality bakery products"

## PROFILE FOR WESTLAND BAKERY.

**Name and address of the business.** The business name is Westland bakery located a long mityana-kampala road one kilometer from zigoti trading centre opposite Kato tea processing plant.

Line of the business. The business deals in producing and selling of bakery products like breads.

**Background of the business**. The business has been in existence for 5 years. It started as a small business operating in wooden structures and keeps on expanding due to the hard work of the proprietor and trust customers.

**Marketing strategies.** The business markets its products using the local radios like zigoti FM and Kagavu FM to inform the customers about the availability of the products.

**Mode of ownership.** The business is a sole proprietorship business owned by Mr Ssemakula Brian and employs 18 workers to boost the business.

Prepared by:	Approved by:
SIGN:	SIGN
NAME:	NAME
TITLE: GENERAL MANAGER	TITLE

## AN ACTION PLAN FOR WESTLAND BAKERY P.O BOX 33 MITYANA.

## WESTLAND BAKERY

WQT

## P.O. BOX 33 MITYANA

TELL: 0753480622.

"Dealers in producing and selling of bakery products"

## **ACTION PLAN**

Time frame	Activity	Person in charge	Remarks
Must be filled in	-Obtaining the loan.	Must be filled in (	Should be left
	-purchasing more land.	names or titles)	
	-Construction of		
	buildings.		
	-Installation of utilities		
	like water.		
	-Installation of		
	machines.		
	-Recruiting employees.		
	-Purchasing raw-		
	materials.		
	-Advertising.		
	-Starting normal		
	production.		

	-Advertising.		
	-Starting normal		
	production.		
Prepared by:		Approved by:	
SIGN:		SIGN:	••
Name:		Name:	
Title:		Title:	•••

## Capital expenditure budget.

This relates to expenditure whose benefit will be spread over a long period of time, normally more than one year. This implies that it deals with expenditure on fixed assets.

## CAPITAL EXPENDITURE BUDGET FOR WESTLAND BAKERY.

WESTLAND BAKERY.			
WTRD	WTRD P.O BOX 444 MITYANA.		
	TELL:0757080782.		
	"Dealers in prod	lucing and selling of bakery products"	
CAPITAL EXPENDITURE BUDGET.			
Items		Amount (shs).	
Acquisition of land.		**********	
Construction of buildings.		**********	
Purchase of motor vehicle	2.	**********	
Purchase of office furniture	re.	**********	
Purchase of futures and fir	ttings.	**********	
Installation of electricity.	-	**********	
Purchase of a generator.		**********	
Tools and equipments.		**********	
Obtaining and installation	s of utilities.	**********	
Purchase of computer acc		**********	
Machineries.		**********	
Total		*********	
Prepared by:		Approved by:	
Sign		Sign	
Name		Name	•••••
Title		Title	

## **Budget for pre-operating expenses.**

This shows costs estimates for expenditure incurred by the business before starts operations.

## A BUDGET FOR THE PRE-OPERATING EXPENSES FOR WESTLAND BAKERY.

## WESTLAND BAKERY.

## P.O BOX 45 MITYANA.

## TELL:0757045622.

"Dealers in producing and selling of bakery products"

## PRE-OPERATING EXPENSES BUDGET FOR WESTLAND BAKERY.

Items	Quantity	Amount(shs)
Business license expenses		
Business consultation expenses.		
Technical preparation expenses.		
Training expenses for workers.		
Market research expenses.		
Expenses on machine		
installation.		
Expenses on utilities.		
Clearing expenses of business		
premises.		
Advertising expenses.		
Business name and registration		
Starting inventory or stock.		
Rent desposits.		
Down payment on property.		
Total	******	*******
Prepared by.		Approved by.
Sign		Sign
Name		Name
Title		Title

## Production budget.

This covers the costs of production of a particulars product.

## A PRODUCTION BUDGET FOR WESTLAND FURNITURE WORKSHOP.

## WESTLAND FURNITURE WORKSHOP.

**EPW** 

## P.O BOX 34, KAMPALA.

TEL: 0789709090

"Dealers in manufacture and selling of high quality furniture products"

## **PRODUCTION BUDGET.**

ITEMS	AMOUNT (SHS)	AMOUNT (SHS)
Direct materials.		
-Timber products	1,000	
Direct labour		
-Finisher	1,000	
Direct expenses		
-transport	2,000	
DIRECT OR PRIME COST		4,000
Indirect materials.		
-Nails	500	
-Varnish	500	
-Wood glue	500	
Indirect labour		
-Salary to manager	2,000	
Indirect expenses		
-Repair of machinery	1,000	
-Factory rent	1,000	
-Office expenses	500	
Indirect or overhead costs		6,000
TOTAL PRODUCTION		10,000
COSTS		
PREPARED BY:		APPROVED BY:

TREFARED DI:	AFFROVED D1:
SIGN: AGOT,PPOGOTNINNIP	SIGN:
NAME: ISAAC KATAVA	NAME:
TITLE: GENERAL MANAGER.	TITLE:

Qn, give the general description of your school business club.

## WESTLAND BAKERY PROJECT. P.O BOX 45673, MITYANA.

**ERW** 

TEL: 075798454

## "Dealers in producing and selling of high quality bakery products" GENERAL DESCRIPTION

- Name and address of the business, the business is called Westland bakery P.O BOX 45673 mityana, telephone numbers or business contacts 0757080622 or 0778430486.
- **Business location,** the business is located a long kampala-mityana road or highway one (1) kilometer from zigoti trading Centre opposite Kato tea processing plant in mityana district.
- **Vision statement of the business,**" To be the leading supplier of bakery products in the whole community of Kagavu".
- **Mission statement of the business,**" To produce and sell high quality bakery products to customers at low and affordable prices to satisfy their daily demands by using high quality in-puts like wheat".
- Target market / customers served, these include residents from Kagavu community, students within the school, teaching and non-teaching staff, as well as institutions within zigoti community like kyankowe primary school, St henry nursery and primary school and others institutions.
- **Products and services offered,** these including breads, daddies, cakes, matooke, cassava, beans, gunts, juice, posho, Black tea and others like snacks such as chapattis, etc.
- **Nature of business ownership,** the business is a partnership business owned and operated by 60 members.
- **Date of establishment** or period when the project was started or established, the business was established on 8<sup>th</sup> February 2019.
- Uniqueness of the business, it is the only business within the school community dealing in manufacture of snacks like daddies, it uses milk to mix with other inputs instead of water only and salt, our products were having a long life span for one week.
- **Sources of funds**, are subscription fee of shillings 10,000 per club member every year, selling of 200 shares at shillings 10,000 per share, contribution from the school administration of shillings 100,000, bank loan from Kagavu saving and credit cooperative society (SAACCO) of shillings 70,000 and other sources.
- **Description of premises and assets,** the business owns 2 frying pans, 3 tables, 1 charcoal stove, 3 chairs and I operating room and others.

Prepared by	Approved by:
Sign:	Sign:
Name:	Name:
Title:	Title:

## The marketing expenses budget for the business.

WSTLD

## WESTLAND BAKERY. P.O BOX 200, MITYANA TELL: 0757080022.

"Dealers in producing and selling of bakery products." MARKETING EXPENSES BUDGET WORTH SHS 60,000,000.

Details or particulars	Amount (shs).
-Market research costs.	*********
-Transport and distribution costs.	********
-Labour costs or salaries to sales workers.	********
- Packaging expenses or packaging material costs.	*******
-Product storage costs.	*********
-Promotion costs or advertising costs.	********
-Marketing administrative costs.	****************************
-Marketing communication costs.	******
-Product improvement costs.	********
-Customer follow-up costs.	********
Total projected marketing expenses	60,000,000

Prepared by: Approved by:

## WESTLAND GROUNDNUTS MILLING PLANT. P.O BOX 45 MITYANA.

TELL: 0750080622.

**WMP** 

'Dealers in processing and selling of groundnuts"

## PROJECTED PRODUCTION COST STATEMENT.

items A1	mount(shs)
Raw materials.	
Salaries and wages.	
Electricity expenses.	
Repair and maintenance	
Packaging expenses.	
Rent.	
Transport.	
Monitoring and supervision	
TOTAL **	******
Prepared by.	Approved by.
Sign	Sign
Name	Name
Title	Title

## MANAGEMENT OR ADMINISTRATIVE OR ORGANIZATIONAL OR HUMAN RESOURCE PLAN FOR THE BUSINESS.

#### BABA MILK PROCESSORS ENTERPRISE.

**BBMPE** 

#### P.O BOX 500, MBARARA.

TEL: 0704500500.

"Dealers in buying and selling high quality milk"

## **MANAGEMENT PLAN.**

- There are eight employees working in baba milk processors enterprise including the general manager, financial manager, production manager and five casual workers.
- Employees are recruited into the enterprise through employee referrals and advertising in the media for example radios and workers exit the enterprise after resigning officially or after being terminated.
- The general manager holds bachelor's degree in business administration, financial manager holds bachelor's degree in accounting and finance, production manager holds bachelor's degree in production management and casual workers have advanced level certificate of education.
- The general manager is in charge of the general administration of the business, financial manager is in charge of handling of business finances, production manager monitors the production activities and casual workers are responsible for cleaning the business premises, packaging of milk etc.
- The general manager is paid a monthly basic salary of shs 1,000,000, both the finance manager and production manager are paid each shs 500,000 and each casual worker is paid a basic salary of shs 100,000 every month.
- Employees are given fringe benefits like free accommodation, medical and lunch.
- The general manager monitors the performance of the employees and they are evaluated through performance appraisal on a monthly basis.

Prepare by:	Approved by:
Sign: hytwzabdnifriiv jrjrjjr	Sign:
Name: Magala Eddie	Name:
Title: Human Resource Manager	Title:

## Work plan.

This is prepared to guide the implementation of all the planned activities including the costs required at every stage of operation. Below is the format.

#### A WORK PLAN FOR THE EXPANSION OF WESTLAND BAKERY LIMITED.

ACTIVITY	REQUIRED INPUT	TIME MON OR YEAL JAN	THS	PERSON IN CHARGE	INDICATOR	BUDGET COST (SHS)	SOURCE OF FUNDS
TOTAL COST							

## Project proposal.

This is a document written to funders to request for financial support or assistance.

## It contains the following elements or components which include.

- ✓ Title.
- ✓ Business name and address.
- ✓ Document title.
- ✓ Project identification i.e. project title, name of the business, location of the proposed project, duration of the project, amount of funds requested.
- ✓ Brief description of the business i.e. date of establishment, nature of business ownership or membership, mission, goals, objectives, current activities, source of funds, registration, problem statement, purpose, immediate expected results etc.
- ✓ Beneficiaries.
- ✓ Sustainability.
- ✓ Work plan
- ✓ Project budget. Etc.

A Plant layout. This is a technique of locating machines, process and plant services within the factory so as to achieve the right quantity and quality of output at the lowest possible cost of manufacturing. It contains the following elements title, business name and address, a parking yard, machinery arranged in order of process, warehouses, inspection section, Maintainace section, employee facilities, receiving a dispatch section, disposal unit and security room.

**A Site plan.** In addition to the features of a plant layout, a site plan contains compass directions, direction routes to the site, dimensions of the premises, but the in-site facilities are the same.

### OTHER BUDGETS ARE.

General budget or ordinary budget. This contains all fixed and working capital requirements or items.

Working capital budget. This contains all current assets or non-fixed assets and expenses.

Utility budget. This contains expenditure on utilities for example water, electricity, telephone.

**Functional budget.** These are meant for specific function or purpose it contains elements or components like expenditure budget, production budget, utility budget, meals budget, pre-operating budget, marketing budget etc.

**Operational budget.** This provides a summary of the income and expense projections of the business in a given period of time. It shows the expected sales, cost of sales, gross profit, general and administrative expenses, total expenses and net profit or loss. Therefore, the format looks like that of income statement or trading, profit and loss account. Etc.

## BUSINESS DOCUMENTS USED UNDER MARKETING MANAGEMENT AND SALES PROMOTION.

N.B. Marketing documents (all adverts) are filled in therefore designing is not applicable or necessary.

A-one week promotional programme for the business.

## WESTLAND BAKERY. P.O BOX 45, MITYANA. TELL: 0757009622.

WLB

"Dealers in producing and selling of bakery products"

## ONE-WEEK PROMOTIONAL PROGRAMME FOR THE BAKERY PRODUCTS

Day or date	Activity	Person(s) in	Remarks
		charge	
To be filled in	-Identifying the	To be filled in	Should be left
	target market.		blank
	-Identifying the		
	various promotional		
	venues.		
	- Identifying		
	promotional		
	strategies to be		
	used.		
	-Determining the		
	promotional costs		
	involved.		
	-Carrying out		
	publicity of the		
	products.		
	-Carrying out talk		
	shows.		
	-Carrying out prizes		
	winning		
	competitions.		
	-Closing remarks		
	and prayer		

Prepared by.	Approved by.
Sign: hfhfhghommmf	Sign
Name: SEBABI SAMUEL SIMBWA	Name
Title: MARKETING MANAGER.	Title

## The suitable medium is a newspaper

**WSLDB** 

## WESTLAND BAKERY. P.O BOX 47, MITYANA.

TELL: 0757085622.

''Dealers in producing and selling of high quality bakery products like breads, cakes, daddies, doughnuts etc.

**We manufacture** breads of 2kgs, 1kgs, ½ kgs, and small bans of shs 300each, cakes of shs 500 each, 1000 each, 2000each, doughnuts of shs 500each and 350each and daddies of shs500each packet.

**Located** along mityana kampala road one kilo-metre from Tanda trading centre opposite Kagavu hospital.

We are experienced in quality products and customer is our boss.

### RADIO ANNOUNCEMENT.

### A RADIO ANNOUNCEMENT TO PUBLICIZE WESTLAND BAKERY PRODUCTS.

## WESTLAND BAKERY. P.O BOX 432, MITYANA. TELL: 0754480622.

**Dealers** in producing and selling of high quality bakery products like breads, cakes, daddies etc. in all sizes.

**Located** along mityana kampala road one kilo-metre from Tanda trading centre.

Try us for quality, you will never regret.

## WESTLAND BAKERY.

**WSTLD** 

## P.O BOX 44, MITYANA.

TELL: 0750980622.

"Dealers in producing and selling of bakery products"

## DAILY DISTRIBUTION SCHEDULE FOR BAKERY PRODUCTS.

Time frame	product	Market/customer/place	quantity	Person in charge	Means of delivery	Remarks.
8:00 am- 11:00am	bread	zigoti	300	Ssemakula Brian	Business truck	
2:00pm- 4:00pm	cakes	Kagavu	800	Katava Isaac	Business truck	

1							
Drawn by:			_	,	Approved 1	By:	_
SIGN: <u>GB</u> A	<u>rytwz</u>				SIGN	Ī	
NAME: MU	USISI ISAA	C			NAM	E	
ΓITLE: ΜΑ	ARKETING	G MANAGER			TITI	Æ	

## The marketing expenses budget for the business.

**WSTLD** 

## WESTLAND BAKERY. P.O BOX 200. MITYANA

TELL: 0777080620.

"Dealers in producing and selling of bakery products."

## MARKETING EXPENSES BUDGET WORTH SHS 60,000,000.

Details or particulars	Amount (shs).
-Market research costs.	*******
-Transport and distribution costs.	******
-Labour costs or salaries to sales workers.	*******
- Packaging expenses or packaging material costs.	******
-Product storage costs.	*******
-Promotion costs or advertising costs.	*******
-Marketing administrative costs.	*******
-Marketing communication costs.	*******
-Product improvement costs.	
-Customer follow-up costs.	
Total projected marketing expenses	60,000,000

Prepared by: Approved by:

Sign: <u>&%Z\_WQA</u> Sign.....

Name: MUGENYI PATRICK

Title: MARKETING MANAGER

Title......

A BUSINESS CARD TO ISSUED TO BUSINESS POTENTIAL CUSTOMERS.

## WTLDB

## WESTLAND BAKERY.

#### P.O BOX 45 MITYANA.

TELL: 0717080722.

"Dealers in producing and selling of bakery products"

We produce and sell all bakery products like cakes, breads, daddies etc.

Located along kampala mityana road one kilometer from zigoti trading town centre.

SSEMAKULA BRIAN.

GENERAL MANAGER.

0757080622/0778430486.

We are experienced in quality products

## Sign post.

This shows direction of the business premises as long as advertising the business products.

#### A SIGNPOST FOR WESTLAND BAKERY.

### WESTLAND BAKERY.

WSTLD

P.O BOX 555, MITYANA.

TELL: 0757080682.

"Dealers in producing and selling of bakery products"

We manufacture bakery products like breads, daddies, doughnuts, cakes etc.

**Located** a long kampala mityana high-way 1 km from zigoti trading centre opposite Kato tea processing plant.

Try us for quality you will never regret.

## Menu.

This is found in restaurants and hotels indicating the food items and drinks offered and their respective prices.

## A MUNU CARD FOR WESTLAND RESTAURANT.

WESTLANI	O RESTAURANT.	WLBR	
P.O BOX 654 MITYANA.			
TELL:0737080622.			
''Dealers in producing and s	selling of high quality food stuffs'		
MEN	NU CARD.		
ITEMS	SHS		
1.dishes.			
Beef			
Beans.			
Gravy.			
Goat meat.			
Luwombo.			
Chicken.			
Fish.			
Peas.			
g. nuts.			
Mushrooms.			
2. snacks.			
Chips and liver.			
Chips and beef.			
Friend fish.			
Samoses.			
Chapats.			
Kikomando.			
Sausage.			
Chips plain.			
Chips and chicken.			
Chips and fish			
3. drinks.			
Soda i.e. all types.			
Mineral water.			
Milk tea.			
Black tea.			
Bushera.			
Passion juice.			
Served with.			
Matooke, rice, posho, kalo, yams, Irish, macrons, tomatoes, pumpkins and others.			
ORDER	WITH CASH.		
THANKS OUR DEAR CUSTOMER.			

## A BROCHURE.

## BLK MOTOR GARAGE.

## P.O. BOX 45, MITYANA.

## TELL; 0785647123.

**BLKG** 

"Dealers in repairing and Maintainace of all kinds of vehicles.

**Location:** suited in kampala city plot 33, jinja road opposite spear motors.

Mission statement: "To improve the standard of living of the people by providing quality motor services o

On credit basis"

Vision statement: "To be the leaders of quality motors services in Uganda within a period of one year"

**Products offered:** we sale and repair new and old vehicles at affordable prices and on credit basis.

**Current products prices:** new vehicles prices range from 2,000,000 to shs 5,000,000 and old ones range from 2,000,000 to 4,000,000.

**Promotion offers:** we offer discounts to those who pay promptly, after sales services and others.

**Appealing words:** we welcome you to the home of quality products and services.

## **BUSINESS LOGO**

## A LOGO FOR WESTLAND BAKERY PROJECT LIMITED.



BPL

WESTLAND BAKERY PROJECT LIMTED.

P.O BOX 45, SOROTI.

TELL:0757080622.

TRY US FOR QUALITY YOU WILL NEVER REGRET.

## Bill board.

This is advert placed on a big post and planted along busy roads and in towns or urban centres or cities basically to capture a large market.

# A BILL BOARD TO USE WHEN PROMOTING PRODECTS OF WESTLAND FURNITURE WORKSHOP.

WFW	WESLAND FURNITURE WORKSHOP.				
WLD	P.O BOX 70, MBALE.				
	TELL: 07784560213.				
			es of furniture products like, beds, doors, s, sofa sets and others.		
LOCATED AT PL	LOCATED AT PLOT 08, MARKET STREET IN MBALE TOWN.				
		COME FOR Q	QUALITY.		

#### ADVERT FOR DISPOSAL OF FIXED ASSETS

## AN ADVERT FOR SALE OF A MOTOR VEHICLE FOR A DEFAULTER OF KK MICRO-FINANCE.

## KK MICRO-FINANCE.

P.O BOX 45, GULU.

TELL: 0798542123.

"For better standards of living"

## **SALE BY AUTION.**

Under registration of property Act, CAP 345.

## SALE OF MOTOR VEHICLE.

The above mentioned institution calls for potential buyers for a second hand.

Following the instruction from our client **PIUS K BEN** we hereby advertise sale of his security **A TOYOTA HILUX** vehicle Reg no: **UAQ 112A**, white in colour. At shs **50,000,000 only** worth value defaulted from **KK MICRO-FINANCE**.

#### Terms and conditions for sale.

Date of sale: 25 days from date of advertising.

**Time of sale:** 10:00a.m at bank premises.

**Terms of sale**: cash or bank draft subject to reserve price.

**Place of sale:** at the premises of our bank.

Viewing: arrange with us at our offices.

For more information, call us on 0779943212.

Get your-self a good conditioned vehicle.

Signed by: QQQQQQQQQQQquihdrqinunukpkrqq

Name: NAMUYANJA ALISON.

Title: COMPANY SECRETARY.

MANAGEMENT.

## A FLYER TO BE GIVEN TO POTENTIAL CUSTOMERS OF KAGAVU JUICE MAKERS LIMITED.

## KAGAVU JUICE MAKERS LIMITED.

P.O BOX 34, MBALE.

YZAWQ

TELL: 0778430376.

"Manufactures and distributors of packed juice in Uganda"

## PACKED JUICE

Ready to drink.

Recommended retail prices (ugx).

500 ml shs 1,000.

300 ml shs 500.

- Cash discounts are offered to bulk and cash purchases.
- We also offer free transport to buyers of beyond 500 boxes.

We are located at plot 546, industrial area opposite Kagavu play ground, mbale Uganda.

For more information,

Contact us on.

0776543212 OR 0756432345.

EMAIL:kagavujuicemakers@jk.co.ug.

P.O BOX 43, MBALE UGANDA.

### A BANNER FOR PROMOTING WESTLAND BAKERS LIMITED.

## WESTLAND BAKERS LIMITED.

EWQQ

P.O BOX 345, JINJA.

TEL: 078654321.

Email:westlandbakers@gmail.com.

"Manufactures of high quality bakery products.

We manufacture breads, cakes, daddies etc. in all sizes and sold as per the details below.

S/NO	ITEM	PRICE
1	Ikg (cake)	5,000
2	1kg (ordinary	10,000
3	Cakes (1 dozen)	7,000
4	Bans (1 dozen)	8,000

For more information, visit us at plot 234, Kagavu street in jinja town.

Contact us on 0778543456 or 07579604354

## **Come for quality**

## Launching programme.

This is followed when officially introducing business products to the general public.

### A PROGRAMME FOR LAUNCHING WESTLAND CAKES.

### WESTLAND BAKERY.

## P.O BOX 324, MITYANA.

**TFVXZ** 

TELL: 075708066.

"Dealers in producing and selling of bakery products"

DATE:	
TIME.	
TIME:	
DAY:	
VENUE:	

## **LAUNCHING PROGRAMME.**

Time frame	Activity	Person in charge	Remarks
Must be filled in	-Installing musical	Must be filled in with	Should be left blank
	instruments and	aments and titles or names	
	organizing the venue.		
	-Arrival and		
	registration of the		
	invited guests/		
	welcoming people as		
	well as arrival and		
	welcoming of the chief		
	guests.		
	-Singing the national		
	anthem and opening		
	prayer.		
	-Welcoming remarks		
	by the chief organizer.		
	-Introducing the		
	product by displaying.		
	-Break time.		
	-Allowing people to ask		
	questions.		
	-Selling samples to		
	people.		
	-Speeches from		
	different officers.		
	-Speech from the chief		
	guest and official		
	launch.		
	-Lunch time		
	-Entertainment.		

## A LABEL OR A STICKER TO BE PLACED ON THE PACKAGING MATERIAL OF KAGAVU PACKED JUICE.

#### KAGAVU PACKED JUICE.

P.O BOX 23, MASAKA.

TELL: 07570856743.

Email:kagavupackedjuice@kj.co.ug.

"we produce and sell high quality packed juice"



Packed mango juice

100 ml

## **UNBS**

Us:no:235688.906

Ready to drink Store in a cool dry place

#### INGREDIENTS.

Treated water, sugar, fruit favours from concentrates, natural identical, sodium, food colour.

**Date of manufacture** and expiry date: 12/07/2017 up 5<sup>th</sup>/8/2017.



manufactured by:

Kagavu packed juice project. Plot 23, market street. Tell:078654756 or 0756932098. Email:kagavupackedjuice@.co.ug.

KEEP OUR ENVIROMENT CLEAN.

**N.B**. All adverts or documents under marketing and sales promotion are filled in, therefore designing is not applicable. And should contain, the title, heading i.e. business name and address, line of the business i.e. what the business deals in, location of the business, frame, attractive or

appealing words or business slogan, business logo and illustrations.

## HUMAN RESOURCE MANAGEMENT DOCUMENTS (ILLUSTRATIONS)

These are documents used in the process of determining man-power, recruitment, selection, placement, induction training, employee's remuneration, motivation, communication, human resource training and development, termination etc. in an organization.

#### A JOB DESCRIPTION FOR A CASHIER OF WESTLAND BAKERY.

WTLB	WESTLAN	ND BAKERY.	
	P.O BOX 42	3, MITYANA.	
	TELL07	53380622.	
	"Dealers in producing and	selling of bakery products"	
	JOB DESCRIPTIO	N FOR A CASHIER.	
Job title: Cashier			
Job duties and re	esponsibilities:		
<ul> <li>Preparing books of accounts.</li> <li>Controlling cash flows in the business.</li> <li>Prepare worker's pay roll.</li> </ul> Nature of supervision: Reports to the general manager.			
<b>Equipments to b</b>	e used: Computers, office pho	one, stapling machine etc.	
Working condition medical allowance	_	en breakfast lunch, evening tea, transport and	
Relationship with funding.	h other jobs: To ensure that	all departments are well facilitated in terms of	
Prepared:		Approved by:	
SIGN: AAAA	OOWWYE	SIGN:	
NAME: SSEM	AKULA BRIAN.	NAME:	
TITLE: HUMA	AN RESOURCE MANAGER.	TITLE:	

#### A JOB SPECIFICATION FOR AN ACCOUNTANT OF WESTLAND BAKERY

#### **EAAAOA**

### WESTLAND BAKERY. P.O BOX 20, MITYANA. TELL 0757045622.

"Dealers in producing and selling of bakery products"

**Date:** 20<sup>th</sup>/08/2019

## JOB SPECIFICATION FOR AN ACCOUNTANT.

Job title: Accountant.

Minimum academic qualifications: Bachelor's degree in accounting and finance.

**Age limit or bracket:** Must be between 25 years-45 years.

**Working experience:** At least 4 years of working experience with a reputable organization.

**Gender or sex:** Preferably female. **Health status:** Good health conditions.

Place of residence: Residing with mukono municipality.

**Special skills:** 

• Computer literate.

Good financial management skill.

Good communication skills.

Marital status: Single or not married.

Prepared by:

SIGN: xxxxxvrtlmjmbvhhqfufqqqh NAME: ZIZA BAFANA

TITLE: HUMAN RESOURCE MANAGER.

#### PROGRAMME FOR RECRUITING MORE WORKERS IN WESTLAND BAKERY.

## WSLD

#### WESTLAND BAKERY. P.O BOX 456, MITYANA. TELL:0707080622.

"Dealers in producing and selling of high quality bakery products"

<u>RECRUITMENT PROGRAMME.</u>

Time frame	Activity	Person(s) in charge	Remarks.
Must be filled in	-Identifying posts requiring more	Must be filled in (names or titles)	Should be left blank
	employees.		
	-Advertising the		
	jobs.		
	-receiving		
	applications.		
	-Cross checking		
	applications against		
	job specification.		
	-Short listing		
	applicants. Inviting applicants		
	for interviews.		
	-Conducting		
	interviews.		
	-Analyzing interview		
	results and		
	contacting referees.		
	-Selecting suitable		
	candidates.		
	-Appointing		
	successful candidates		
	and placing them in		
	their work places.		
	-Giving indication		
	training to newly		
	recruited employees.		

PREPARE BY. SIGN	APPROVED BY: SIGN
NAME	NAME
TITLE	TITLE

## A PROGRAMME FOR CONDUCTING INTERVIEWS FOR JOB APPLICANTS IN WESTLAND BAKERY.

## TGXBX

## WESTLAND BAKERY. P.O BOX 345, MITYANA.

TEL:0757080632/0778430480.

'Dealers in producing and selling of high quality bakery products'

## PROGRAMME FOR CONDUCTING INTERVIEWS.

Time frame	Activity	Person(s) in	Remarks
		charge	
Must be filled in	-Identifying and	Must be filled in	Should be left
	forming interview	(names or titles)	blank.
	panels.		
	-Organizing		
	interview rooms.		
	-Arriving of the		
	short listed		
	candidates.		
	-Registering		
	applicants.		
	-Starting the		
	interviews.		
	-Analyzing		
	interviews results.		
	-Contacting		
	referees.		
	-Communicating to		
	successful		
	candidates to pick		
	their appointment		
	letters.		

PREPARED BY:	APPROVED BY:
SIGN: <u>AAQWZX.</u> F	SIGN
NAME: MWESIGWA GODFREY.	NAME
TITLE: Human Resource Manager.	TITLE

**EFXQY** 

#### WESTLAND BAKERY LIMITED. P.O BOX 41, MITYANA. TELL:0757060622/0778430426.

## ''Dealers in producing and selling of bakery products'' INDUCTION PROGRAMME FOR THE NEW EMPLOYEES OF WESTLAND BAKERY LIMITED.

Time frame/date	Activity	Person in charge	Remarks
Must be filled in	-Welcoming new employees	Must be filled in with titles	Should be left blank
	and submit their personal	or names	
	information.		
	-Introducing the new		
	employees and giving		
	general information about the		
	business i.e. touring the		
	business premises and		
	showing places of work.		
	-Explaining capacity		
	development opportunities		
	e.g. training, performance		
	appraisal, promotional		
	awareness		
	-Issuing written terms and		
	conditions for employment		
	and new employees read		
	through.		
	-Organizational structure i.e.		
	explaining the different		
	levels of hierarchy of the		
	organization and introducing		
	them to their supervisors.		
		-Organization policy and	
	culture about the general		
	behaviors of employees.		
	-Lunch time.		
	-Explaining health and safety		
	rules i.e. awareness of safety		
	hazards.		
	-Explaining employee's		
	welfare e.g. benefits.		
	-Explaining about the job itself i.e. immediate		
	supervisors, minimum		
	expected standards etc.		

Prepared by:	Approved by:
SIGN: KM9w2003Awe S	SIGN
NAME: KATAMBA MOSES.	NAME
TITLE: Human Resource Manager.	TITLE

A PROGRAMME FOR ONE-DAY TRAINING AND SENSITIZATION WORKSHOP INTENDED TO IMPROVE SERVICE DELIVERY IN WESTLAND BAKERY.

## WESTLAND BAKERY. P.O BOX 4578, MITYANA.

WDLD

TELL: 0757087622.

## "Dealers in producing and selling of high quality bakery products" ONE-DAY TRAINING AND SENSITIZATION WORKSHOP PROGRAMME.

Date	Time frame	Activity	Person in charge	Remarks
Must be filled in	Must be filled in	-Preparing the	Must be filled in	Should be left
		venue.	(names or titles)	blank
		-Registering and		
		assembling of		
		participants.		
		-Singing anthems		
		and saying		
		prayers.		
		-Giving opening		
		and welcoming		
		remarks.		
		-Introduction of		
		participants.		
		-Presentation and		
		demonstration by		
		facilitators and		
		discussions and reactions.		
		-Tea break.		
		-Field trip and practical		
		application of the		
		skills by the		
		trainees or		
		participants.		
		-Awarding of		
		certificates.		
		-Closing remarks,		
		closing prayer and		
		anthems.		
Prepared by:	I	I	Approved by:	
Sign:				
Name:				•••••
Title:	•••••		Title:	•••••

## A PROGRAMME FOR CARRYING OUT PERFORMANCE APPRAISAL IN WESTLAND BAKERY.

## WESTLAND BAKERY. P.O BOX 768, MITYANA.

**WSLDB** 

TELL:040-57090622.

"Dealers in producing and selling of bakery products"
PERFORMANCE APPRAISAL PROGRAMME.

Time frame	Activity	Person in charge	Remarks
Must be filed in	-Establishing the performance standards -Communicating the	Must be filled in	Should be left blank
	standards to employees.		
	-Measuring the performance.		
	-Comparing the actual performance with the set standards.		
	-Discussing the performance with employees.		
	-Giving feedback.		
	-Making final decisions.		

Prepared by:	Approved by:
SIGN: oorrggwyh	SIGN
NAME: SSEMAKULA Brian.	NAME
TITLE: HUMAN RESOURCE MANAGER.	TITLE

# A PERFORMANCE APPRAISAL FORM TO BE USED IN WESTLAND BAKERY.

WTLD	WEST	LAND BAKERY				
P.O BOX 24563, GOMBA						
Email: wastlandbakerywtld@gmail.com.						
	Telephone number	rs: o7739452734 / 07579	08312.			
"D	ealers in producing	and selling of bakery p	products".			
	EMPLOYEE PER APPRAISAL FOI					
INTRODUCTION:		PERIOD OF ASSES	SSEMENT			
SECTION A:		PERSONAL INFO	RMATION			
NAME OF APPRAISE	E	DATE HIRED				
JOB TITLE		DEPARTMRNT				
TERMS OF EMPLOY	MENT	SALARY SCALE				
SECTION B: Assessmen	nt of Individual Trai	ts, Skills, Abilities and I	Performance Competences.			
INDIVIDUAL TRAITS ABILITIES.	, SKILLS AND	COMMENTS				
Punctuality		Appraisee	Appraiser			
Team-work.						
Meets deadlines.	Meets deadlines.					
Report writing skills.						
Communication skills.						
Respect for others and self.						
Innovation and creativity.						
Inter-personal skills						

Technical skills		
SECTION C: PERFORMANCE	ACTION PLAN	N TO IMPROVE
Performance gap	Agreed action.	Time frame.

## SECTION D RECOMMENDATIONS AND SIGNATURES

recommendations	BY
	Signature
	Name of appraisee
	Date
	Signature
	-
	Name of appraiser
	Date

## Certificate of recognition or appreciation.

This is a warded to e person or worker in appreciation of his or her good services rendered to the success of the business.

CERTIFICATE OF RECOGNITION TO EMPLOYEE WITH EXCELLENT PERFORMANCE IN WESTLAND BAKERY.

## Employee personal record card.

This records information concerning workers employed in an enterprise.

### AN EMPLOYEE PERSONAL RECORD CARD USED IN WESTLAND BAKERY.

WSTLD	WE	STLAND BAKERY.					
		P.O BOX 111 MITYAN	Α.				
	T	ell: 0778439486.					
	''Dealers in producing and selling of bakery products''						
		PERSONAL RECORD	CARD.				
Name of employee	·			address			
Qualification and t	raining						
Date of birth							
Future transfer, pro	omotion or dismissal						
Ref no	NSSF	Date of employment	Salary				
Medical							
,				• • • • • • • • • • • • • • • • • • • •			
Terms of employment							
1 -5							

#### WESTLAND BAKERY

#### P.O BOX 546, MITYANA.

#### TELL 0757080622/0778430486.

"Dealers in producing and selling of bakery products"

### JOB ADVERT FOR THE POST HUMAN RESOURCE MANAGER.

Westland bakery is a medium manufacturing business located a long kampala-mityana high way one kilometer from zigot trading centre opposite Kato tea processing plant, dealing in producing and selling of bakery products like breads, cakes daddies, doughnuts etc. it has been in operation for 20 years, it is in the process of expanding its human resource structure and thus need to recruit a human resource manager.

Job title: human resource manager.

#### Job duties and responsibilities are:

- o Determining man-power needed.
- o Motivating of employees.
- o Ensuring favourable working environment.
- o Proper communication to employees.
- o Carrying out performance appraisal.
- o Termination of employees etc.

**Reports to:** The managing director.

Qualification: University degree in human resource management from a recognized institution.

**Age:**30-45 years.

Working experience: At least four years of experience working in human resource department.

Duty station: Zigoti town.

Remuneration: Negotiable and attractive but depends on department results.

Other competencies are.

- Preferably female.
- Should have knowledge about different languages.
- Should married.

Successful applicants shall be contacted: On phone no 0757080622 or 0778430486.

**Submission of applications**: Qualified and interested Ugandans should submit in their hand written applications in dupli with certified copies of academic documents or papers, curriculum vitae. Address of any three referees.

From: GENERAL MANAGER WESTLAND BAKERY.

## Interview guide.

This contains questions to be asked during interview sessions.

AN INTERVIEW GUIDE TO BE FOLLOWED IN THE INTERVIEWING EXERCISE OF APPLICANTS FOR POST OF HUMAN RESOURCE MANAGER IN WESTLAND BAKERY.

	WESTLAND BAKERY				
WBL	P.O BOX 34, LILA.				
	TELL: 0783211234.				
	"Dealers in producing and selling of high quality bake	ry products"			
	<u>INTERVIEW GUIDE.</u>				
>	What is your name?				
>	Why did you choose to apply for this post?				
>	Have you ever served as a human resource manager?				
>	•				
>	Give ten responsibilities of a human resource manager?				
>					
>	Provide documentary evidence to show your competence for the	job?			
PREP	ARED BY: APPROVED	BY:			
SIGN	: 0000777700	SIGN:			
NAMI	E: JOSEPH KM	NAME:			
TITL	E: INTRAPRENEUR	TITLE:			

## Example of a pay roll

## **EFTDQ**

## WESTLAND BAKERY. P.O BOX 01 MITYANA.

TEL:0757000622.
"Dealers in producing and selling of bakery products"

## **WORKER'S PAY ROLL FOR JULY 2019.**

Worker's	Worker's	Basic	Allov	vances	Gross	Deduct	tions	Net
Name	No	pay	T.A	M.A	Pay	NSSF	PAYE	Pay
Ssemakula	01	1,000	50	60	1,110	20	30	1060
Brian								
TOTAL								

PREPARED BY:.	APPROVED BY:.
SIGN:	SIGN:
NAME	NAME
TITLE	TITLE

A pay roll = Basic pay + allowances = Gross pay - dedications = Net pay

# A PROGRAMME FOR CONDUCTING JOB ANALYSIS FOR KAWEMPE WESTLAND BAKERS LIMITED.

### WESTLND BAKERS LIMITED. P.O BOX 23, KAMPALA.

**RQAZ** 

TELEPHONE: 0757080022.

"Dealers in producing and selling of high quality bakery products" PROGRAMME FOR CONDUCTING JOB ANALYSIS.

Time frame	Activity	Person in charge	Comments
Must be filled in	-Selecting the type	Must be filled in	Should be left
	of job on which to	with titles or	blank
	collect data for job	names	
	analysis.		
	-Designing a		
	questionnaire and		
	assigning people		
	the duty to collect		
	data on the chosen		
	job.		
	-Conducting		
	interviews of the		
	incumbents of the		
	chosen job.		
	-Reviewing the		
	draft of the job		
	analysis data with		
	the supervisors of		
	the chosen job		
	accuracy.		
	-Preparing the job		
	description and job		
	specification for the		
	chosen job		

APPROVED BY:
SIGN :
NAME:
TITLE:

## BUSINESS SOURCE DOCUMENTS USED IN TRADE, USED IN A WORK PLACE, FORMS AND SCHEDULES.

Some of these documents are from production management i.e. purchasing documents, selling documents etc. all documents in common contains, title, heading i.e. business name and address, products offered, date, document name or title, document number, reference no and logo etc.

#### Letter of inquiry.

This is a document sent by a prospective buyer to the seller requesting for information about products available, their prices, delivery terms, terms for sale etc.

## A LETTER OF INQUIRY TO BE SENT TO A SUPPLIER OF WHEAT TO WESTLAND BAKERY.

#### WESTLAND BAKERY.

P.O BOX 06 MITYANA. RZF

TELL: 0796573426.

"Dealers in producing and selling of bakery products"

Inquiry no: 11 <u>LETTER OF INQUIRY.</u> Date: 04<sup>th</sup>/08/2019.

TO: SK MOSES ENTERPRISES.

P.O BOX 56, GULU.

Dear sir/ madam.

Please quote us your prices, terms of payment and delivery terms for the following products.

ITEM NO	QUANTITY	DESCRIPTION
01	10 bags	wheat
	TOTAL	

Note that the items are required urgently.

Prepared by:

SIGN : rgtveaguras

NAME: SSEBINA YUSUF.

TITLE: PURCHASING MANAGER.

MAJORINE RESTAURANT	•	quality
P.O BOX 777 MASAKA.		
TELL: 0757080622.		
" Dealers in pr	roducing and selling of high quality	food stuffs"
Inquiry letter no: 04	<b>LETTER OF INQUIRY</b>	Date: 9th/11/2019.
Your ref	·•	
TO: BRIAN TRADERS.		
P.O BOX 89, NAKAPIRIPIT	I.	
Dear sir.		
RE: <u>INQUIRY.</u>		
for us with relevant information	wheat product from your project. Kin about the available wheat product in aformation related to the product.	• • • •
We shall be very grateful if you	feed us the above information.	
Hope to place substantial orders	s and we would like delivery early Dec	cember, 2019.
A-waiting for your positive resp	ponse.	
Yours faithfully,		
rdewgzaaa. b		
NAKAZZI. MAJORINE.		
PURCHASING MANAGER.		
CC: Procurement officer.		
Cc: General manager.		

#### Letter of quotation

it is a document sent by the seller to the buyer responding to the inquiry. In this document information requested for by the buyer in the inquiry is provided by the seller in form of feedback to the buyer.

#### A LETTER OF QUOTATION TO A CUSTOMER OF WESTLAND BAKERY LIMITED.

#### WESTLAND BAKERY.

P.O. BOX 45, MITYANA.

**OZX** 

TELL: 0707080622.

"Dealers in producing and selling of high quality bakery products"

**Quotation No:** 457. **QUOTATION Date:** 6<sup>th</sup>, July 2019.

TO: KATAVA TRADERS.

P.O BOX 33 LUWERO.

TELL: 0700266719.

Thank you for your inquiry letter no 04, dated 11<sup>th</sup> April 2019. I have pleasure of sending the price list for our products as below.

Item no	quantity	description	Unit price (shs)	Total price
				(shs)
01	01 packet	daddies	200	200
		Total		200

**Delivery period**: 4 weeks from date of placing an order.

**Terms for sale** : 5% cash discount if payment is done within 2 weeks.

**Means of transport**: Business van.

**Delivery place** : Customer premises.

Thanks for giving us priority to be your supplier.

Prepared by:

SIGN: ghunyblopobijuybjyuhu

NAME: SSENYONJO MOSES.

TITLE: SALES MANAGER.

#### Price current or Price list.

It provides an outline of all goods sold and their respective prices. Sometimes it companies a quotation or it may be sent instead of a quotation.

#### A PRICE LIST FOR THE PRODUCTS OF WESTLAND BAKERY.

#### WESTLAND BAKERY.

P.O BOX 45, MITYANA.

**POYRM** 

TELL: 0798457342.

''Dealers in producing and selling of high quality bakery products''

## PRICE CURRENT.

**REF: KF/O4/2019 Date:**28<sup>th</sup>/9/2019.

From: sales manager.

To: customers.

Item no	Quality	Description	<b>Unit price (shs)</b>	Amount (shs)
01	100%	cakes	500 each	500
02	50%	breads	1,000 each	1,000
		TOTAL		

Amount in words:

**Discount** of 10% for cash purchases.

Prepared by: Approved by:

Sign: AMQERTP Sign.....

Name: Ssemakula Brian Name......

Title: Sales manager Title:.....

THANKS OUR DEAR CUSTOMERS

**CATALOGUE.** This is also sent in response to an inquiry. It may go along with a quotation or may be sent instead of a quotation. It contains outline of items sold, their respective prices and their appearance in form of pictures. It has specific products sold, prices per item and real appearance in form of attractive pictures drawn.

#### Purchase order or local purchase order.

This is a document issued by the buyer to the seller requesting to be supplies with the goods, after the buyer has received a quotation, he or she selects the goods required and places an order for them.

#### A PURCHASE ORDER FOR WHEAT FOR WESTLAND BAKERY LIMITED.

#### WESTLAND BAKERY LIMITED.

P.O BOX 45, MITYANA.

**YTRREM** 

**Date**: 6<sup>th</sup>, July 2019.

TELL: 0778430486.

"Dealers in producing and selling of high quality bakery products"

**PURCHASE ORDER** 

TO: NTAKE BAKERY.

Purchase order no. 78.

P.O BOX 3456, KAMPALA.

Please supply and deliver 10 sacks of wheat.

ITEM NO	QUNTITY	DESCRIPTION	UNIT PRICE (SHS)	TOTAL PRICE (SHS)
01	10 sacks	wheat	50,000	500,000
		TOTAL		500,000

Delivery date: 5th, August 2019.

Packaging: separate.

**Delivery place**: factory premises.

*Enclosed:* cheque no. 45797 for shs 250,000 being part payment for the wheat.

Prepared by:

SIGN: ENQUORS

NAME: IBANDA PAUL

TITLE: PURCHASING MANAGER.

#### A CHARGE SHEET FOR WESTLAND LABORATORY SUPPLIES.

**Details or Items** 

Manganese(box) Chroline (per litre). Ammonia (box). Litmus paper(packet).

Sodium (box). Nitric acid (box).

Potassium (box). **Prepared by:** 

Sign:....

Name:.....

Title:....

Copper.

# WESTLAND LABORATORY SUPPLIES. **P.O BOX 457, GULU.** TEL: 0757123456. "We treat and GOD heals" **CHARGE SHEET.** Amount (shs). Hydrochloric acid (HOL) – box. Approved by:

Sign:....

Name:.....

Title:....

#### Advice/ dispatch note.

This is sent by the seller to the buyer on receipt of an order from the buyer. If the delivery is not to be made promptly, the seller sends an advice note to acknowledge receipt of the order and to indicate when the delivery is to be made so that the buyer can organize the ware house where to keep the items.

## A DISPATCH NOTE FOR THE GOODS TO BE SENT TO A CUSTOMER OF WESTLAND BAKERY LIMITED.

#### WESTLAND BAKERY.

**TYWX** 

#### P.O BOX 44 MITYANA.

#### TELL:0778430486.

"Dealers in producing and selling of high quality bakery products"

Dispatch note no: 45 <u>DISPATCH NOTE</u> Date:11<sup>th</sup> June 2019.

### TO MOSES TRADERS.

#### P.O BOX 41. MUBENDE.

The following goods as per your order no.04 have been sorted ready for dispatch organize the ware-house where to keep them.

Item no	Quantity	Description	Unit price(shs)	Total amount
				(shs)
01	60 boxes	cakes	500	30,000
		TOTAL		30,000

#### Prepared by:

SIGN : REWQAAA.K

NAME: KASOMA HENRY

TITLE: MARKETING MANAGER.

#### Delivery note.

This is a document sent by the seller with the goods to assist the buyer check on the goods. It gives the buyer right to claim goods if any of them damaged.

#### A DELIVERY NOTE FOR WESTLAND BAKERY TO MOSES'S SHOP.

#### WESTLAND BAKERY.

P.O BOX 12, MITYANA.

**YRGVQ** 

TEL:078593476

"Dealers in producing and selling of high quality bakery products"

**Delivery note no:** 50 **DELIVERY NOTE. Date:** 5th May, 2019.

Purchase order no. 02.

TO: MOSES'S SHOP.

P.O. BOX 75 ZIGOTI.

Please receive the following goods.

Item no	Quantity	Descriptions	Unit price (shs)	Amount(shs)
01	02	daddies	500	1,000
		total		1,000

The following goods are received in good order and conditions......

DELIVERED BY: RECEIVED BY:

SIGN: GOVGENI SIGN:.....

NAME: KATAVA ISAAC.

NAME:.....

TITLE : SALES MANAGER

TITLE :.....

#### Package sheet.

This shows the details of the goods enclosed in a given package (packet) such that the buyer can know the contents inside even before opening it.

## A PACKAGE SHEET FOR THE GOODS TO BE SENT TO CUSTOMER OF GOLDEN COSMETICS LIMITED.

GOLDEN	COSMETICS	LIMITED.
--------	-----------	----------

P.O BOX 48, MASAKA. TFV

TELL: 0756834671.

"Dealers in selling of high quality cosmetics products"

Package sheet No: 17 PACKAGE SHEET Date: 5th/10/2019.

Purchase order No: 09.

TO: KAGAVU AND SONS LIMITED.

P.O BOX 45, JINJA.

This package contains the following.

Item no	Description	Quantity
01	perfumes	20 dozens.
total		Ledger folio 3/9

PREPARED BY: CHECKED BY:

SIGN: @BES 9XWWQS.M SIGN......

NAME: SSEMAKULA BRIAN NAME......

TITLE: SALES MANAGER

TITLE.....

#### Consignment note.

This summarizes all the details of goods sent by the seller (consignor) to the buyer (consignee).

#### A CONSIGNMENT NOTE TO A CUSTOMER OF BRIAN GENERAL MERCHANDISE.

#### BRIAN GENERAL MERCHANDISE.

P.O BOX 13, MUBENDE.

**HYRTW** 

TELL: 0757080667.

"Dealers in buying and selling of merchandise products"

Consignment Note No: 08. CONSIGNMENT NOTE Date: 17th, August 2019.

TO: SSEMAKULA TRADERS.

P.O BOX 57, MUKONO.

Please receive the following goods.

ITEM NO	QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
			(SHS)	(SHS)
01	03 sacks	Lugazi sugar	5,000	15,000
		TOTAL		15,000

Prepared by: Received by:

SIGN : KAEVRQJ. SIGN......

NAME: KAGUNDU JULIUS.

NAME.......

TITLE: SALES MANAGER TITLE:.....

CUSTOMER IS OUR BOSS.

## Goods received note.

This acknowledges receipt of goods by the buyer.

# A GOODS RECEIVED NOTE FOR THE GOODS RECEIVED BY NEW STYLES ENTERPRISES.

	NEW STYLES RESTAURANT.					lrigs
	P.O BOX 45, MITYANA.					
		TELI	L: 0750080622	/•		
	•	Dealers in selling of	all kinds of station	nary products"		
Goods receive	ed note no: 37	<u>GOO</u> ]	DS RECEI	VED NOTE	<b>Date:</b> 5 <sup>th</sup> /09/	2019.
Purchase ord	er no:	• • • • • • • • • • • • • • • • • • • •				
Date of order	ing:	• • • • • • • • • • • • • • • • • • • •	•			
Received from	n N/S:	• • • • • • • • • • • • • • • • • • • •				
Serial no	Description code no	Stock order no	Quantity	Rate in (shs)	Amount (shs)	
	TOTAL					
Inspected by:		•••••		•••••	pproved by:	•••••

#### Invoice.

This is sent by the seller to the buyer to show the amount due as a result of goods sold on credit.

#### AN INVOICE TO A CUSTOMER OF COLLINS ENTERPRISES.

#### **COLLINS BAKERY LIMITED.**

**BHTR** 

#### P.O BOX 89, MITYANA.

TELL: 0787906732.

''Dealers in producing and selling of high quality Chapats''

the second secon

Invoice no. 45

**INVOICE** 

**Date**:4<sup>th</sup>/09/2019.

Your order No: 05.

#### SK TRADERS.

#### P.O BOX 32 ZIGOTI MITYANA.

Item no	Quantity	Description	Unit price (shs)	Total price (shs)
01	100	Chapats	500	50,000
		TOTAL		50,000

**Terms of delivery:** Free.

**Terms of payment:** Net 2 days with 2% discount if fully paid before 5 hours.

Issued by: COLLINS KAGAVU.

Signed: rqaosa.ck

Title: SALES MANAGER.

We undertake to comply with the invoice terms and conditions and are fully liable for the amount as stipulated in this invoice.

Signed by: A2U10L.P

NAME: SSEMPA MARTIN

Title: PURCHASING MANAGER.

#### Pro-forma invoice

This refers to document sent to the buyer showing the value he would pay in case goods are delivered. It also shows the terms and conditions of sale of the commodities.

- Business name and address
- Document name and Number.
- Date and subject line
- inside address (customer's address)
- Body -showing details of price, unit price, quantities etc.
- Terms and conditions of the commodities.
- Signature and title.

## JAMES & SONS LTD P.O.BOX.1109, LUWEERO-UGANDA

NO.098 jame55@gmail.com

**Date** 12/01/2009

### **PRO-FORMA INVOICE**

To

MUKISA GENERAL ENTERPRISES P.O.BOX. 1309.K'LA- UGANDA

Dear Sir/Madam

This is the price quotations for the commodities ordered for on 10/01/2009

S/N	DESCRIPTION	QUANTITY	UNIT PRICE	ACTUAL PRICE
				(shs)
1	Soft drink	5packets	2000	10,000
2	Soft Plastic basin	50 pieces	1000	50,000
Total			60,000	

Yours Faithfully	
· · · · · · · · · · · · · · · · · · ·	
Sales Manager	

## Example two.

#### Proforma invoice.

This resembles an ordinary invoice but it does not debit. It does not hold the addressee liable to pay. It is sent when payment is expected before delivery to enable the buyer obtain necessary permission from the central bank or to help the buyer sort out the customs formalities before the goods reach the port. It applies in international trade.

## A PROFORMA INVOICE TO BE ISSUED TO CUSTOMERS OF SSEMAKULA ELECTRONICS LIMITED.

	SSEMA	KULA ELECTRONI	CS LIMITEI	).	
SMKLENCSLMTD P.O BOX 45 MITYANA.					
		TELL: 07570800	22.		
'Dealers in buying and selling of high quality electronics products"					
Proforma invoice no: PROFORMA INVOICE					
Date			·····		
To:					
s/k					
ITEM NO	QUANTITY	PARTICULARS	RATE	AMOUNT(SHS)	
		TOTAL			
Accounts are due	on demand.				
Signature:					
For: SSEMAKULA ELECTRONICS LIMITED					

#### Goods returned note.

The goods received by the buyer may have some defects which may tempt or force him to return them to the seller. When this is done these goods are accompanied by a goods returned note.

#### A GOODS RETURNED NOTE TO A SUPPLIER OF WESTLAND BAKERY.

WESTLAND BAKERY.

WTLDB P.O BOX 45 MITYANA.

TELL: 0765234157.

"Dealers in manufacture and selling of high quality bakery products"

Goods returned note No: 44 GOODS RETURNED NOTE Date: 8<sup>th</sup>/5/2019.

TO: BRIAN ENTERPRISES.

P.O BOX 67, KASABYA.

Please accept the following goods as returned:

Item no	Particulars	Reasons	Quantity
01	wheat	damaged	10 bags
	TOTAL		

Please issue us with a credit note.

Prepared by:

SIGN: sodsfödgbufrr ggfd fdfjfffp

**NAME: SSEMPA MARTIN** 

TITLE: PURCHASING MANAGER.

#### Credit note / letter of credit.

On return of items to the supplier, the supplier issues the buyer with a credit note or letter of credit to correct an overcharge on the original invoice, by deducting the returned goods.

A credit note may be prepared in form of a document or may simply be a letter.

## A CREDIT NOTE TO A CUSTOMER OF ZIGOTI BOUTIQUE FOR RETURN OF GOODS.

**ZIGOU** ZIGOTI BOUTIQUE.

P.O BOX 45 MITYANA.

TELL:0765432198.

"Dealers in selling of all kinds of clothes"

Credit note no:09 CREDIT NOTE. Date:07<sup>th</sup>/6/2019.

TO: JEZA SHOP.

#### P.O BOX 07 JEZA MITYANA.

We have credited your account as fellows: reasons: to correct an overcharge on the invoice.

Particulars	Amount(shs)
50 skirts due to wrong colour.	50,000
total	50,000

Signed by:

For: ZIGOTI BOUTIQUE.

N.B sometimes a credit note may be issued to correct an arithmetical error on the invoice which is in form of an overcharge.

### A LETTER OF CREDIT TO A CUSTOMER OF KAMOGA RESTAURANT FOR HAVING BEEN OVER INVOICED.

#### KAMOGO RESTAURANT.

**KMORT** 

P.O BOX 65 KABALE.

TELL:0786423167.

"Dealers in producing and selling of high quality food stuffs"

Letter of credit no:03

**LETTER OF CREDIT** 

**Date:**4<sup>th</sup>/9/2019.

TO: KATAVA ISAAC.

P.O BOX ZIGOTI, KABALE.

We have credited your account as follows:

Description	Amount (shs)
To correct an arithmetical error in invoice	
no.81.	
Erroneous total 7,400,000.	
Correct total 4,700,000	2,700,000
TOTAL	2,700,000
Signed by:	

For: KAMOGA RESTAURANT.

#### Debit note / letter of debit.

This is a document sent by the seller to the buyer when it is necessary to correct an undercharge on the original invoice. It increases the invoice amount. Due to wrong pricing resulting into undercharge.

## A DEBIT NOTE TO CORRECT AN UNDERCHARGE ON THE INVOICE OF A CUSTOMER OF KAMOGA RESTAURANT.

ZIGQU ZIGOTI BOUTIQUE.

P.O BOX 45, MITYANA.

TELL:0765432198.

"Dealers in selling of all kinds of clothes"

Debit note no:05 DEBIT NOTE. Date:07<sup>th</sup>/6/2019.

TO: JEZA SHOP.

#### P.O BOX 07 JJEZA MITYANA.

We have debited your account as fellows: reasons: to correct an undercharge on the invoice.

particulars	Amount(shs)
To correct an arithmetical error in invoice no	
55.	
Erroneous total 400,000	
Correct total 540,000.	
(shillings. One hundred forty thousand only	140,000
total	140,000

Signed by: REDAAOO.L

NAME: KAKOOZA ROBERT.

For: ZIGOTI BOUTIQUE.

#### Statement of account.

This is a summary of transactions between the seller and the buyer for a given period of time usually a month. It shows the invoices issued, credit notes and debit notes (if any) payment made and it politely demands for payment of the balance due from the buyers.

## A STATEMENT OF ACCOUNT TO A CUSTOMER OF BRIAN GENERAL MERCHANDISE FOR JULY 2019

BRIAN GENERAL MERCHANDISE.

P.O BOX 13, MUBENDE.

**HYRTW** 

TELL: 0757080722.

''Dealers in buying and selling of merchandise products''

Statement of account no: 08. **STATEMENT OF ACCOUNT** Date: 17<sup>th</sup>

**Date:** 17<sup>th</sup>, august 2019.

TO: SSEMAKULA TRADERS.

P.O BOX 57, MUKONO.

ITEM NO	DATE	DESCRIPTION/ DETAILS	DEBIT (SHS)	CREDIT (SHS)
01	5/7/2019	Invoice no.09	5,000	
		TOTAL		

Terms of payment 5% 1 month, 3% after E&OE

PREPARED BY:

SIGN: QWSZ.P

NAME: KATAVA ISAAC.

TITLE: SALES MANAGER

### Receipt.

A receipt is issued by the seller to the buyer to acknowledge receipt of the money from the buyer. A receipt is used when paying for services (intangible items). It can also be used when a debtor clears a debt. Otherwise in case of sale of tangible goods, the sellers issues a buyer a cash sale or cash sale slip.

#### A RECEIPT USED IN POKOPOKO BAKERY PROJECT.

POKOPOKO BAKERY PROJECT.			
RTV	P.O BOX 45,	MITYANA.	
	TELL:075	57894356.	
"Dealers in producing and selling of bakery products"			
Receipt no	RECEIPT	Date	
Received with thanks from	• • • • • • • • • • • • • • • • • • • •		
The sum of shillings	•••••		
Being payment of	•••••		
Cash/ cheque		Balance	
Shs	•••••	Sign	
		For: POKOPOKO BAKERY PROJECT.	

## Cash sale slip.

This serves the same purpose as a receipt but it is used during sale of tangible goods. It does not acknowledge payment of debts.

### A CASH SALE SLIP USED IN WESTLAND BAKERY.

	WES	TLAND BAKERY L	IMITED.	
SMD		P.O BOX 45 MITY	ANA.	
		TELL: 070700062	2.	
	''Dealers in	buying and selling of high qualit	y bakery products"	
Cash sale slip no	o: <u>C</u> A	ASH SALE SLII	<u>P</u> 1	Date
To:				
s/k				
ITEM NO	QUANTITY	PARTICULARS	RATE	AMOUNT(SHS)
	E&EO	TOTAL		
		·		
Signature:	••••••	•••••		
For: WESTLAN	ND BAKERY LIM	ITED		
	Good	ds once sold are not re	turnable.	

#### Tax invoice.

This contains information about what has been supplied from or to a taxable person. It shows details of transactions required to support a claim or refund of an input tax.

# A TAX INVOICE TO BE ISSUED TO CUSTOMERS OF WESTLAND BAKERY LIMITED.

			WESTLAND BAKERY I	LIMITED.	
			P.O BOX 567 KMPA	LA.	TRQ
			TELL:078952341	2.	
	٠,	Dealers	in producing and selling o	of bakery produ	cts"
Т	TIN NO		TAX INVOICE	VAT N	NO:
M/S			TAX INVOICE NO		
			DATE		
ITEM NO	QTY	DET	TAILS	RATE(SHS)	AMOUNT(SHS)
	E&OE		-TOTAL VAT% GRAND		
Accounts a	are due on der	nand.		I	
Signed:		• • • • • • • •		•••••	• • • • • • • • • • • • • • • • • • • •
TOK: WE	STLAND BA	KEKY			

## Bill of exchange.

It is a written order addressed by a creditor to the debtor requiring him (debtor) to pay on demand or at a future stated date, the stated sum of money to a named person or to his order.

#### A BILL OF EXCHANGE TO A CUSTOMER OF KAGAVU ENTERPRISES LIMITED.

KAGAVU RESTAURANT AND CATERING SERVICE.	
P.O BOX 56 WAKISO.	ytvxz
TELL:0785321123.	
"Dealers in selling of high quality food stuffs"	
BILL OF EXCHANGE.	Date:5 <sup>th</sup> /6/2019.
To: MR TONY.	
P.O BOX 14 KABOWA.	
One week after this date, pay us or our order, the sum of one hundred thousand s (100,000) value received being cost of 100 Chapats provided to you.	selling only
Sign	
Name	•••••
Title:	•••••

## A promissory note.

It is a document addressed by the buyer to the seller promises to pay a stated sum of money to a named person (seller) or his order at a future stated period.

### A PROMISORY NOTE TO THE SUPPLIER OF WHEAT.

KASOZO SHOP.	
HREQX P.O BOX 45, WAKISO.	
TELL: 07684321345.	
"Dealers in selling of high quality products"	
Promissory note no: 34 PROMISORY NOTE. Da	ate:6the/09/2019.
TO: GOD'S SHOP.	
P.O BOX 34 KAMPALA.	
Two weeks after this date, we promise to pay kasozo shop, or their order a sum of (2,000,000) value received.	of two millions
Sign	
Name	
Title	

## A cheque.

Is a written order from an account holder to his bank to pay a specified sum of money to the person named on it or to the bearer or to his order.

# A CHEQUE TO SUPPLIER OF WHEAT PRODUCT TO WESTLAND BAKERY PROJECT.

MITYANA BRANCH.  P.O BOX 61, MITYANA.  TELL: 0757098432.	DFCU BANK.		AAAO
TELL: 0757098432. Account payee only. Cheque no. account no. 20578932145.  DATE:  PAY: SSEMAKULA BRIAN OR order.  The sum of Uganda shillings THREE MILLIONS ONLY UGX  WESTLAND BAKERY PROJECT.  Cheque No: Bank No. Account No.	MITYANA BRANCH.		
PAY: SSEMAKULA BRIAN OR order.  The sum of Uganda shillings THREE MILLIONS ONLY UGX  WESTLAND BAKERY PROJECT.  Cheque No: Bank No. Account No.	P.O BOX 61, MITYANA.		
PAY: SSEMAKULA BRIAN OR order.  The sum of Uganda shillings THREE MILLIONS ONLY UGX  WESTLAND BAKERY PROJECT.  Cheque No: Bank No. Account No.	TELL: 0757098432.	Account payee only.	Cheque no. account no. 20578932145.
The sum of Uganda shillings <b>THREE MILLIONS ONLY</b> UGX  WESTLAND BAKERY PROJECT.  Cheque No: Bank No. Account No.			DATE:
WESTLAND BAKERY PROJECT.  Cheque No: Bank No. Account No.	PAY: SSEMAKULA	BRIAN	OR order.
WESTLAND BAKERY PROJECT.  Cheque No: Bank No. Account No.	The sum of Uganda shilling	s THREE MILLIONS O	<b>NLY</b> UGX
Cheque No: Bank No. Account No.			••••••
1			WESTLAND BAKERY PROJECT.
324134849 457094543 069784532	Cheque No:	Bank No.	Account No.
	324134849	457094543	069784532

## A cheque.

Has two parts i.e. a cheque leaf and a counter foil. A counter foil remains in the book as a record of payment after removal of the cheque leaf.

## A CHEQUE COUNTER FOIL.

DFCU BANK.			
DATE:			
PAY:			
CHEQUE NO:			
SHS:			

#### Tender / invitation for bids/ Bid notice.

This is an invitation to a willing supplier of the required materials. It is inviting the willing and prospective suppliers to bid for supply of specified materials. It is both a document and a latter.

#### A TENDER FOR THE SUPPLY OF FRUITS TO GOLDEN RESTAURANT.

#### **WGRRTE**

#### GOLDEN RESTAURANT.

#### P.O BOX 42, KAMULI.

TELL: 0786542312.

"Dealers in processing and selling of high quality food stuffs"

Date:26th October 2019.

To the general public.

#### **RE: TENDER FOR SUPPLY OF FRUITS.**

Desire hotel is a medium sized business dealing in hotel services including meals, drinks and lodge facilities located in Moyo near Kagavu tax park.

The procurement officer and the managing director of desire hotel invite sealed bids from eligible bidders for the supply of fruits to the hotel. Bidders are required to submit documents in duplicate to the procurement unit room no. 34 Kagavu street not later than 2rd November, 2019.

Bid opening will be Thursday 8<sup>th</sup> November, 2019 in the hotel conference hall at 12:00 noon. The pre-qualification document is obtained from the office of the procurement officer on payment of a non-refundable fee of shs. 300,000.

Prepared by:

SIGN: 970SAW2. P

NAME: SSEMAKULA BRIAN.

TITLE: PROCUREMENT OFFICERS.

# **Example two:**

ST LUKU	HOSPITAL.	STLH
P.O. BOX	41, MITYANA.	
TEL: 0	757123478.	
"For be	etter health"	
TENDE	ER NOTICE	
REF: <u>SLK/HP/2019/07</u> .	Date: 13th/ 1	12/2019.
TO: THE GENERAL PUBLIC.	Document r	no: <u>34.</u>
RE: TENDER TO SUPPLY HOSPITAL B	EDS AND MOSOUITO NI	ETS.
The procurement officer of <b>ST LUKU HOSP</b> the supply of hospital beds and hospital mosqu		•
Place of submission of bids:	Procurement officer roo	om no: 23.
Deadline for submission of applications:	$28^{th}/12/2019$ .	
Bid opening:	29th/12/2019.	
Bid evaluation:	30 <sup>th</sup> /12/2019.	
Contract award:	01/01/2020.	
All bidders are required to pay a non-refundab	ole fee of shs. 500,000.	
Prepared by:	Appro	ved by:
Sign: eedffffgfifffffffff	Sign:	
Name: Kaketo Henry	Name	<b>:</b>
TITLE: General Manager	Title:.	•••••

## Withdraw slip.

This is used to withdraw cash from the bank.

# A WITHDRAW SLIP USED TO OBTAIN FUNDS FROM THE ACCOUNT OF WESTLAND BAKERY LIMITED.

MONEY	DFCU BANK.
	P.O BOX 45, MBALE BRANCH.
	TELL. 0789654323.
	WITHDRAW SLIP.
Branch:	DATE:
Account Number:	•••••••••••••••••••••••••••••••••••••••
Account Name:	••••••
Amount in words:	••••••
Amount Ug. Shs:	••••••
Customers signature:	••••••
For: DFCU BANK MBA	E BRANCH.

## Cash deposit slip.

This is used to deposit cash into the bank.

A CASH DEPOSIT SLIP USED IN KAGAVU MICRO-FINANCE INSTITUTION LIMITED.

## KAGAVU MICRO-FINANCE INSTITUTION LIMITED.

SAVE YOUR MONEY

## P.O BOX 76, KAGAVU.

	2.0 2011	,
	TELL:	07765413423.
	"For high	quality services"
	_	
	CASH D	EPOSIT SLIP.
Date		
<b>Details of the Depositor</b>		Details of the account holder.
NAME:		NAME
TELL NO:		ACCOUNT NO:
Signature:		Branch where A/C is held
Purpose of deposit (use tick).		
Saving		
Loan repayment		
Others (specify).		
•		
NOTES (SHS)	50,000	
	20,000	
	10,000	•••••
	5,000	•••••
	2,000	•••••
	1,000	•••••
COINS:	1,000	••••••
	500	••••••
	200	•••••
	100	•••••
	50	•••••
BANK CHARGE		2,000
TOTAL		
Amount in words		
1 1110 0110 111 W 01 00		
TELLER'S STAMP	· • • • • • • • • • • • • • • • • • • •	•••••
SIGNATURE	• • • • • • • • • • • • • • • • • • • •	•••••

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## Cheque deposit slip.

This is used to deposit cheques on the current accounts.

# A CHEQUE DEPOSIT SLIP USED IN TALKATIVE HOTEL.

MONEY	CENTENARY BANK	. ZIGOTI BRANCH.
	P.O BOX 3	42, MPIGI.
	TELL:078	85431123.
	<u>CHEQUE DE</u>	POSIT SLIP.
Branch	Date	••••••
Account name	Ac	ecount no
Cheque no	• •••• ••• •••	Branch
Bank	•••••	
Drawer's account	no:	Drawer's name:
Amount in words	•••••	UGX
SIGNATURE OF	PERSON PAYING IN	NAME OF PERSON PAYING IN
••••••	•••••	

#### Standing order.

This is an instruction by a bank customer to his bank to pay a named person a specified amount of money at regular intervals until the arrangement is cancelled.

# A STANDING ORDER TO THE BANK FOR PAYMENT OF WATER AND ELECTRICITY BILLS FOR MATUGGA BAKERY PROJECT.

BANKER'S ORDER.	
TO: DFCU BANK.	

#### KABALE BRANCH.

Name (in bold)

With effect from 5<sup>th</sup> October, 2019 and every third day of each subsequent month there-after until cancelled by me or us, please pay to;

Water and umeme electricity distributors limited for account of MATUGGA Bakery Project. P.O BOX 01, Kabale, account no. 65321541098534 the sum of shs. **1,000,000** (one million) shillings only debiting my or our account with all charges.

SIGN
NAME: NANTONGO PATRICIA.
ADDRESS: P.O BOX 01 KABALE TOWN.

FOR: MATUGGA BAKERY PROJECT.

**Receiving a purchase contract note**. This is a document that spells out the number of shares bought, the price at which they are bought, amount of commission to pay to the broker, details of government taxes which include the contract stamp, transfer duty and capital gains tax and the total amount which the investors or client owes to the broker which has to be paid on the settlement day indicated on the contact note.

# A PURCHASE CONTRACT NOTE FOR USAGE IN THE PROCESS OF SELLING SHARES IN KAGAVU AND SONS ELECTRONICS LIMITED.

## KAGAVU AND SONS ELECTRONICS LIMITED. P.O BOX 345, MITYANA. TELL: 07579867542.

**YXZ** 

"Dealers in buying and selling of high quality electronics products"

#### **PURCHASE CONTRACT NOTE.**

-Use	Purchase
trading	contract
slip no	no
-	-your
settlement	order no
date	-your net
-	no
instructing	Customer
party	no

Purchase by order and on account of...... Subject to rules, regulations and customs of use security......

No of shares	Price (shs)	Consideration
Deductions.		Net amount.
Registration.		Payable
CAM		inwards
comm@6.7%		
USE comm@0.8%		
Contract stamp.		
commission@1.3%		
compensation		
total		
deducation@5%		

OTION OF THE

STOCK BROKER

CUSTOMER.

### Arrival book.

This records the time of arrival and departure for employees.

# AN ARRIVAL BOOK USED TO MONITOR WORKER'S ATTENDANCE IN HENRY JUICE MAKING PLANT

TROZV	WER	HENRY	JUICE MA	KING PLANT	•	
		P.0	) BOX 27 W	VAKISO.		
		,	TEL: 07695	43217.		
	''Dealers ii	n producing a	nd selling p	acked quality	juice product	cs''
		<u>A</u>	RRIVAL ]	BOOK.		
Date	Employee Name	Employee No	Arrival Time	Departure Time	Signature	Remarks
•	r's signature					

## Asset register/ inventory register.

This keeps record of all fixed assets owned by the business.

## ASSET REGISTER FOR EASTERN BAKERY LIMITED.

TVXZE		EASTE	ERN BAKERY	Y PROJECT.				
	P.O BOX 55, WAKISO.							
			TELL:076823	31456.				
"Dealers in producing and selling plastic products"								
ASSET REGISTER. Date:								
item Acquisition Quantity Unit value Acquisition Depreciation Net book value (shs) value value.								
TOTAL								
Prepared by:  SIGN:  NAME:  TITLE:								

## Reception register or visitor's book.

This is a book where visitors register on arrival to the business premises. It is kept at the reception i.e. the place where visitors are first attended to.

### A RECEPTION REGISTER USED IN KAGAVU BAKERY LIMITED.

EES		I	KAGAVU I	BAKERY I	LIMITED.		
			P.O B	OX 457, JI	NJA.		
			<u>TEI</u>	L:0700006	<u>52</u> .		
	''Deale	rs in produ	cing and so	elling of hig	h quality b	akery produ	cts"
			RECEP'	ΓΙΟΝ REG	ISTER.		
Sheet no:							
Date Visitor's address Tel no. Reason Arrival signature Comments/remarks.							
Signed			•••••	•			
Name:							
Title: RECEPTIONIST.							

## **Identity card.**

These are provided to employees or workers such that they can easily be identified as employees of the business or as per of the business.

### AN IDENTITY CARD OF THE MEMBERS OF KAGAVU BAKERY LIMITED.

EIVO	TA CANTED A TERRET
EWQ	KAGAVU BAKERY LIMITED.
	P.O BOX 45, WAKISO.
	TELL: 0778460486.
	"Dealers in producing and selling of high quality bakery products"
	STAFF IDENTIFICATION CARD.
	Pass port photo
ID NO:	
NAME:	
DESIGNAT	TION:
EXPIRY D	ATE:
HOLDER'S	S SIGNATURE:
ISSUING A	UTHORITY:
	If found return to the above address.

#### A Roster.

This shows the personnel in-charge of the activity and the time within which the activity is to be done.

# A ROSTER FOR EMPLOYEES OF EASTERN BAKERY PROJECT FOR A WEEK ENDING $31^{\rm ST}$ AUGUST 2019.

EBP EASTERN BAKERY PROJECT.							
P.O BOX 45 ENTEBBE.							
	TELL:	0778123542.					
'' Dealer	rs in producing and sell	ling of high quality	bakery project"				
<u>.</u>	ROSTER FOR EMPL	OYEES FOR ONE	WEEK.				
Date	Name of employees	Time period	Description of work				
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Prepared by:		Approve	d by:				
Sign:	•		Sign:				
Name:	•		Name:				
Title:			Title:				

### Cash record book or cash sheet.

This records cash receipts and cash payments.

## A CASH RECORD BOOK USED IN MENGO BISCUITS LIMITED.

TYVX	Z	MI	ENGO BISC	UITS LIM	TED.			
	P.O BOX 67 KAMPALA.							
			TELL: 07	66699966.				
	''Deal	ers in prod	lucing and se	lling of hig	gh quality bi	scuits''		
			CASH RECO	ORD BOO	<u>)K.</u>			
For the mo	onth of	• • • • • • • • • • • • • • • • • • • •	20	19.				
DR	DR CR							
DATE	DETAILS	FOLIO	AMOUNT (SHS)	DATE	DETAILS	FOLIO	AMOUNT (SHS)	
PREPARI	ED RY:					APPRO	VED BY:	
SIGN:	• • • • • • • • • • • • • • • • • • • •					51GN:		
NAME: NAME:								
TITLE:						TITLE:		

## Petty cash voucher.

This is used when paying for small expenses. It is written by the petty cashier whenever expenditure is to be made from the petty cash.

# A PETTY CASH VOUCHER USED TO PAY FOR SMALL EXPENSES IN WESTLAND RESTAURANT.

WESTLAND RESTAURANT.  P.O BOX 34 KOTINDO. WRT  TELL:0785555574.  "Dealers in producing and selling of high quality food stuffs"  PETTY CASH VOUCHER.  Petty cash voucher no: Date.  DR TO. A/C.  DETAILS AMOUNT (SHS)  TOTAL  Amount in words: Checked by: Authorized by: Received by:			
TELL:078555574.  ''Dealers in producing and selling of high quality food stuffs''  PETTY CASH VOUCHER.  Petty cash voucher no:	WESTLAND	RESTAURANT.	
"Dealers in producing and selling of high quality food stuffs"  PETTY CASH VOUCHER.  Petty cash voucher no: Date  DR TO. A/C  DETAILS AMOUNT (SHS)  TOTAL  Amount in words: Checked by:	P.O BOX	34 KOTINDO.	WRT
Petty cash voucher no:	TELL:	078555574.	
Petty cash voucher no:	"Dealers in producing and s	elling of high quality food stuffs''	
DR TO	PETTY CA	SH VOUCHER.	
DETAILS AMOUNT (SHS)  TOTAL Amount in words:  Prepared by:  Checked by:	Petty cash voucher no:	Date	
TOTAL Amount in words:  Prepared by:  Checked by:	DR TOA/C	·	
Amount in words:  Prepared by:  Checked by:	DETAILS	AMOUNT (SHS)	
Amount in words:  Prepared by:  Checked by:	TOTAL		
			•••••
Authorized by: Received by:	Prepared by:	Checked by:	•••••
	Authorized by:	Received by:	

## Payment voucher.

This is used when paying salaries and allowances of workers. It is used when making payments to an individual.

### A PAYMENT VOUCHER USED IN TRICIA JUICE PROCESSING PLANT.

TRI	CIA JUICE PROCESSING P	LANT.	trbsjpp					
P.O BOX 357 BULENGA.								
	TELL: 0784312574.							
''Dealers in p	roducing and selling of quality	juice products'						
Payment voucher no:	PAYMENT VOUCHER	Date:						
M/S			•••••					
NO	DETAILS	AMOUNT						
	TOTAL							
Amount in words:	•••••	• • • • • • • • • • • • • • • • • • • •	•••••					
Prepared by:		Checked by:	• • • • • • • • • • • • • • • • • • • •					
Authorized by:		Received by:	•••••					

## Pay slip.

This is an extract from the payroll indicating payments to an individual employee.

# A PAY SLIP USED WHEN PAYING EMPLOYEE'S SALARIES AND WAGES IN FRED FURNITURE WORKSHOP PROJECT.

FWP	FRE	D FURNITURE WORKSHOP.	
		P.O BOX 457, MUKONO.	
		TEL: 0780000345.	
	''Dealers in man	ufacturing and selling of quality fo	urniture"
		PAY SLIP.	
Name:		Period:	
Department:	•••••	Title:	•••••
Bank code and	l name:		•••••
Basic pay:		Gross pay:	••••••
P.A.Y.S	N.S.S.F	TOTAL DEDUCTIONS.	NET PAY.
••••	•••••		
Prepared by:	•••••		
Name:		••••••	
Position:			

## Cheque payment voucher.

This is used to make payments using cheques.

# A CHEQUE PAYMENT VOUCHER USED IN BEN POULTRY FARM.

BPF BEN POUI	LTRY FARM.						
P.O BOX 34. KAMPALA.							
<u>TEL:07</u>	<u> 257906754</u> .						
''Dealers in selling of eggs''							
CHEQUE PAYN	MENT VOUCHER.						
Cheque payment voucher no:	Date:						
Payee's name:	cheque no:						
Details	Amount (shs)						
Total							
Checked by: Authorized by:	Date:						

# DEBTOR'S PAYMENT VOUCHER TO BE USED IN ISAAC K MICRO-FINANCE LIMITED

	J	ISAAC K MICRO	-FINANCE.	ISAAK		
		P.O BOX 76834, I	KAMPALA.			
		TELL: 07576	<b>680622</b> .			
		"Money Money	Money".			
No	<u>DEBTOR'S</u>	PAYMENT VOU	<u>CHER</u>	Date:		
Client's name:.		•••••	•••••	••••		
Account number	er:	••••		••••		
	orrowed:					
DATE	AMOUNT	BALANCE	1	GNATURE		
	PAID (SHS)	DUE (SHS)	CLIENT	CASHIER		
TOTAL						
PREPARED B	Y:		СНЕСКЕ	CHECKED BY:		
SIGN:	•••••			SIGN:		
NAME:	•••••		NAME:			
TITLE:	· · · · · · · · · · · · · · · · · · ·			TITLE:		

### **Evaluation worksheet.**

This is used to monitor the progress of the business.

## AN EVALUATION WORKSHEET USED IN BEN ENTERPRISES LIMITED.

BZV	BZV BEN FURNITURE LIMITED.									
P.O BOX. 45, KAMPALA.										
TELL: 0798123512.										
''Dealers in selling of quality furniture''										
EVALUATION WORKSHEET.										
OBJECTIVE TO ACCOMPLISHED INFORMATION NEEDED Signed by:										
Title:										

## Daily time report.

This shows how long employees were on jobs or tasks.

## A DAILY TIME REPORT USED IN WESTLAND JUICE PROCESSING PLANT.

00000	OOOOO WESTLAND JUICE PROCESSING PLANT.							
	P.O BOX 43, KAMPALA.							
	TELL: 0786331235.							
	"Dealers in producing and selling of quality juice"							
		<u>D</u>	AILY TIME	E REPORT.				
Number:	• • • • • • • • • • • • • • • • • • • •	•••••	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •			
Name:	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •				
Nature:	•••••	••••••	•••••	•••••	•••••			
JOB NO	TIME ON		TIME OFF		TIME WORKED			
	HURS	MINTS	HURS	MINTS	HOURS	MINTS		
SIGN:	PREPARED BY:  SIGN:							

## A job cost sheet.

This is used when costing jobs in terms of money.

MR	MRTBZX MARIAM BOUTIQUE.										
				P.O B	OX 67,	NAALYA	۱.				
				TEL	L: 074	2100573.					
			''De	alers ir	ı all typ	es of fash	ions'				
				<u>JOB</u>	COST	SHEET.					
Name of	f the client:	•••••	•••••	••••		Date of c	omme	enceme	nt <b>:</b>	• • • • • • • •	•••••
Job no:.	••••	•••••	• • • • • • • • • • • • • • • • • • • •	••••		Date of c	omple	etion:	•••••	•••••	•••••
Material	ls.										
Date	Reference no	Qty	Amount (shs)	Date	Dept	Hurs worked	Shs	Date	Dept	Hurs	Amount
Total											
NAME:	COSTING	•••••	•••••								

## A daily time sheet.

This is used to monitor worker's performance on a given job to establish the hours worked and remuneration or payment.

# A DAILY TIME SHEET FOR USAGE WHEN MONITORING EMPLOYEES OF GRACE BOUTIQUE.

GOOOB		GR	ACE'S BOUT	ΓIQUE.		
		Р.	O BOX 34, JJ	JEZA.		
		T	ELL: 076823	<b>2570</b> .		
		<b>''</b> ]	For better fasl	hions''		
		DAIL	Y TIME	SHEET.		
Worker's no	) <b>:</b>					
Worker's na	me		•••••	• • • • • • • • • • • • • • • • • • • •	•••••	•••••
Date:	••••		• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •
				•••••		•••••
Work Order no	Details of Work done	Time	Total Hours	Rate(shs)	Amount (sh	s)
		From	To	Ordinary	Over time	Ordinary
	Workman	-	-	Foreman	Supervisor	J J
Prepared by	<i>y</i> :			•••••	Approved by	•
Sign:					Sign:	
Name:	•••••				Name:	•••••
Title:	•••••				Title:	

## A pay roll.

This is a sheet including all the employee's names and their respective salaries. It is normally prepared covering a period of one month for employees' salaries of that particular month.

WESTLAND BAKERY.  P.O BOX 01 MITYANA.  TEL:0757080002.  "Dealers in producing and selling of bakery products"  WORKER'S PAY ROLL FOR JULY 2019.								
Worker's	Worker's	Basic	Allowances		Gross	Deductions		Net
Name	No	pay	HA	TA	Pay	NSSF	PAYE	Pay
Lule Ben	01	5,000	1,000	1,000	7,000	500	500	6,000
TOTAL								
PREPAREI	BY:.		•		API	PROVED	BY:.	
SIGN:		• • • • • • • • • • •			SIG	N:		• • • • • • • • • •
NAME	•••••				NA	МЕ	•••••	• • • • • • • • • •
TITLE					ТІТ	T F.	• • • • • • • • • • • • • • • • • • • •	

Therefore, A pay roll = Basic pay + Allowances = Gross pay - Deductions = Net pay.

## Stock ledger card or bin card or stock card.

This is used to record stock received and issued out of the store. It is where information regarding the stock of items kept in the store are written.

# A STOCK CARD USED BY THE STORE KEEPER IN PADDY ENTERPRISES LIMITED.

			PA	ADDY	FURN	NITURE L	IMIT	ED.		
				P.C	BOX	07, MUK(	ONO.			
				TE	LL: 25	52-0765043	3271.			
		''Deal	ers in mar	nufact	uring a	and selling	of fu	rniture pro	oducts"	
				<u>S</u>	STOC	CK CAR	<u>PD</u>			
Name of ite	:	•••••	•••••	•••••	Itei	ms no:	• • • • • • •	•••••	•••••	•••••
Minimum s	tock l	evel:	•••••	• • • • • • •	•••••	• • • • • • • • • • • • • • • • • • • •		•••••	•••••	•••••
Re-order le	vel:	•••••	•••••	••••	• • • • • • • • •	•••••	•••••	•••••	•••••	
DATE	RI	ECEIP	TS		ISSUI	ES		I	BALAN	CE
	Qty	Rate	Amount	Qty	Rate	Amount	Qty	Amount	Issued To	Authorized By
1										
TOTAL										

#### Job application form

This is filled by the applicant applying for a particular job in a given enterprise.

A JOB APPLICATION FORM FOR USAGE IN RECRUITMENT PROCESS IN HARRIET BAKERY LIMITED.

#### P.O BOX 34 NAKITORO.

TELL: 0758213409.

### "Dealers in producing and selling of high quality bakery projects"

Application form for appointment in Harriet bakery project.

Fill this form and send it direct to the human resource manager of Harriet bakery project p.o

box 34, Nakitoro, mitya	na.		······································			, <b>.</b>	. <b>.</b>
1. Post or appointment a	applied for	:	•••••	• • • • • • • • • • • • • • • • • • • •			•••••
Ref. No:	•••••	•••••	•••••	•••••	•••••	•••••	•••••
Full name(s):	••••••	surname(s	s): Date	e of birth	: <b></b>	• • • • • • •	• • • • • • • • • • • • • • • • • • • •
Gender:	•••••	. married/	single /widowed:	h	ome di	istrict:	•••••
Permanent address:	• • • • • • • • • • • • • • • • • • • •		•••••	•••••	•••••	•••••	•••••
2 father's or guardian's	name:	•••••	. Nationality:	• • • • • • • • • •	• • • • • • •	•••••	
3. Schools or colleges or	r universiti	es attended	1:				
School or college/ institution / university	year		Qualification	Gra	de		
	From	To	obtained	(i)	(ii)	(iii)	(iv)
 N.B: please attach cert	 ified copic	es of acade	mic documents.				
4. When would you be a	vailable fo	or appointm	nent if selected:	• • • • • • • • • • • •	•••••	•••••	•••••
•			l offence? If so give deta		_		
6. I hereby declare to the true and complete in all		y knowled	ge that the particulars gi	ven in thi	s appli	cation	are
Date: Signo	ed: N	lame:	•••••	•••••	•••••	•••••	•••••
7.References							
1.: A	Address:	2.	Address:	•••••	•••••	•••••	•••••
8. Assessment of the ca		•	or appointment to the po	st applied	d for by	y the f	ormer
Official stamp:D	irector / C	General ma	anager / Principal.				

## Funds requisition form.

This is filled to request for funds from the cash office.

# A FUNDS REQUISITION FORM USED IN WASTLAND BOUTIQUE

	WESTLAND BOUTIQUE								
P.O BOX 23, WAKISO.									
TELL:07864212357.									
"For better fashions"									
	FUNDS REQUI	ISITION FORM.							
Section:		•••••	•••••						
Date:	•••••								
FUNDS ARE REQUIR	ED TO COVER THE	FOLLOWING EXPEN	NDITURE.						
ITEMS	DETAILS OF EXPENDITURE	AMOUNT REQUIRED	AMOUNT APPROVED						
Amount in words:	Perso	on requesting for funds:.	Signature:						
		1 0							
Name:									
Title:	•••••								

## Stock requisition form.

This is filled to request for required inventory stock from the store

## A STOCK RREQUISITION FORM USED IN PIUS JUICE PROCESSING PLANT.

PIS	PIS PIUS JUICE PROCESSING PLANT.								
	<b>P.</b> C	) BOX 56, KAMPAL	<b>A.</b>						
		TELL: 0757987643.							
٠,	Dealers in producing	g and selling of high o	quality packed juice"						
	STOC	K REQUISITION FO	<u>ORM</u> .						
No:	•••••								
Date:									
Department:									
Description of materials	Quantity	Rate	Value						
Authorized by:		Supplie	ed from bin no:						
			in bin card by:						
Signed by:	••••••								
Name:									
Title:. <b>STORE KEE</b>									

## Medical form or medical treatment form.

This is issued to patients in hospitals to have record of their medication.

### A MEDICAL FORM ISSUED OUT TO PATIENTS IN YAWE MEDICAL CENTRE.

	YAWE MEDICAL CENTRE.								
P.O BOX 67, MASAKA.									
TELL: 0757090706.									
"For better health".									
	MEDICAL FORM.								
Date:	Date: Form no:								
Name: S	ex:Resi	dence:	•••••	•••••					
Number of visits:	Temperatu	ire: Pressi	ıre: Weight						
Date	Diagnosis	Treatment	Doctors details						
	(Details of sickness)	(Doctors Prescription)							
Bring this medical form	at every visit.								
Signed:	• • • • • • • • • • • • • • • • • • • •								
Name:	•••••								
Title:									

### Work order form.

This is prepared so as to keep accurate record of a customer's order and allocate the work to the employees.

## A WORK ORDER FORM FOR HALLEN CATERING SERVICE PROJECT.

HCS	HALLEN CATERING SERVICE								
P.O BOX 07, WAKISO.									
TELL: 0789211284.									
"Dealers in producing and selling of high quality food stuffs"									
WORK ORDER FORM.									
Work order form no: Date:									
Name and address of the customer	Work order no	Work description (nature of service)	Reg. no model	Employee responsibilities	Starting date and time	Ending date and time	Total job cost	Remarks	
Submitted by: Approved 1								ved by:	
Sign:							Sign:		
Name of customer:								•••••	
							Title:		

# A client information form,

This is filled by the person applying for shares in a company. It provides information about a person who wants to become a share-holders in a company.

# A CLIENT INFORMATION FORM TO BE USED DURING SELLING SHARES IN WESTLAND BAKERY LIMITED.

	WESTLAND BAKERY LIMITED.
	P.O BOX 456, MOYO.
WSTLD	TELL: 0757080600.
	"dealers in producing and selling of bakery products"
	CLIENT INFORMATION FORM.
Form no	
Surname	Other name(s)
Business name (where ap	plicable)Reg. NoAttach certificate of registration.
Nationality	ID No passport no
Maiden name (if applicab	le) Marital statusOccupationDate of birthtin no
Physical address: building	g no:Floor
	TellFax
Contact person.	
Surname:Other name	e(s)RelationshipAddress: P.O boxTownTellFax
Sign	Date
Officer in charge	
<b>Designation</b> : Supervisor.	Account no:

# A CLIEN INFORMATION FORM TO BE FILLED BY FARMERS WHO WANT TP PURCHASE ITEMS ON CREDIT FROM VIVIAN FARM MACHINERY AND EQUIPMENTS LIMITED.

VIVIAN FARM MACHINERY AND EQUIPMENTS LIMITED.				
VVFEM P.O BOX 56, KAMPALA.				
		TELL: 075211097	73.	
	"Dealers in sellin	g of farm machine	ry and equipments	s''
Form no:	. <u>CLIEN</u>	T INFORMATIO	N FARM	Date:
Name of client:	Sex.	•••••	Age	•••••
Location:	Mari	tal status:	Tell:	•••••
Items purchased:				•••••
Item no	Quality	Description	Unit price(SHS)	Amount (SHS)
		_	_	
TOTAL				
Amount in words:	• • • • • • • • • • • • • • • • • • • •	•••••	• • • • • • • • • • • • • • • • • • • •	•••••
Amount paid per in	stallment (shs)			•••••
Words:	• • • • • • • • • • • • • • • • • • • •	•••••	•••••	
Period (credit):	•••••			•••••
Prepared by: Approved by:				
Sign: Sign:				
Name:				
Title:	•••••		Title	e:

# Certificate of recognition or appreciation.

This is a warded to a person or worker in appreciation of his or her good services rendered to the success of the business.

	WES	TLAND BAKERY.	
WSRTD P.O BOX 45, MITYANA.			
	TE	CLL: 0750000622.	
	"Dealers in prod	lucing and selling of bakery products''	
	<u>CERTIFIC</u>	ATE OF RECOGNITION.	
This is to Date	•	that	
This certificate of recognition	is awarded to	••••••	
For having excelled inwhile at the company he or she has been head or member of department or section			
From.			
SignNameTitleToNameTitle			
N.B. VISION "To become the hub of excellent performance"			
Blessed are those who work hard for they will get what to eat			

Receiving the share certificate from the registrar. This is a document issued to a person as evidence that he/she has bought shares of the issuing company and there-fore has claim to the dividends on the shares indicated on it.

	WESTLAND BA	AKERY LIMITED.	
WSTLD	<b>P.O BOX 4</b> 2	2, MUKONO.	
	TELL: (	0709876622.	
	''Dealers in producing a	nd selling of bakery products".	
	SHARE CE	ERTIFICATE.	
Registered capital o	f shs divided int	Shares of shs 1000	each.
Certificate no	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	•••••
This is to certify that	ıt	•••••	•••••
Name:Addres	ss:	Occupation	•••••
		ary shares numbered from	
Toinclusive of ug	g. Shs one thousand e	ach fully paid in the abo	ove named company
subjected to the men	morandum and article	es of association there o	f.
Date	Transfer	No of	Numbered
	No.	Shares	
			From
Note: no transfer ca	n be registered unless	s accompanied by this c	ertificate.
Given under the cor	nmon seal of the com	npany thisday of	2019.
For and on behalf of	f Westland bakery lin	nited.	
	seal	• • • • • • • • • • • • • • • • • • • •	
		ORS COMPAN	

# Employee personal record card.

This records information concerning workers employed in an enterprise.

### AN EMPLOYEE PERSONAL RECORD CARD USED IN WESTLAND BAKERY.

WSTLD	WE	STLAND BAKERY.		
		P.O BOX 111 MITYA	NA.	
	Te	ell: 0778430486.		
		''Dealers in producing and selling of b	akery products"	
		PERSONAL RECORI	O CARD.	
Name of employe	e			address
Qualification and	training			
Date of birth				•••••
Future transfer, pr	comotion or dismissal			
Ref no	NSSF	Date of employment	salary	
Medical				
history	•••••		••••••	•••••
Terms of				
employment			••••••	•••••

# A PERFORMANCE APPRAISAL FORM TO BE USED IN WESTLAND BAKERY.

WTLD	•	WESTLAND BAKERY	
	P.0	O BOX. 24563, GOMBA	A
	Email: was	tlandbakerywtld@gmail	com.
	Telephone numl	oers: o7739452734 / 075	7908312.
	"Dealers in produc	ing and selling of baker	y products".
	EMPLOYEE PER APPRAISAL FOR		
INTRODUCTION:		PERIOD OF ASSES	SSEMENT
SECTION A:		PERSONAL INFO	RMATION
NAME OF APPRAISE	E	DATE HIRED	
JOB TITLE		DEPARTMRNT	
TERMS OF EMPLOY	MENT	SALARY SCALE	
SECTION B: Assessmen	nt of Individual Trai	ts, Skills, Abilities and F	erformance Competences.
INDIVIDUAL TRAITS ABILITIES.	, SKILLS AND	COMMENTS	
Punctuality		Appraisee	Appraiser
Team-work.			
Meets deadlines.			
Report writing skills.			
Communication skills.			
Respect for others and se	lf.		
Innovation and creativity			
Inter-personal skills			

Technical skills		
SECTION C: PERFORMANCE	ACTION PLAN	TO IMPROVE
Performance gap	Agreed action.	Time frame.

# SECTION D RECOMMENDATIONS AND SIGNATURES

recommendations	BY
	Signature
	Name of appraisee
	Date
	Signature
	-
	Name of appraiser
	Date

**SCHEDULES.** These are prepared or designed to show the activities which are done on a regular basis. A schedule shows show the activity is to be done and personnel in charge of doing it. Schedules can be for monthly, weekly or for just one day i.e. for one day, the first column becomes time.

### Supply or distribution or marketing schedule.

This shows how the goods are to be distributed. It may be daily or days to cover only one day or weekly to cover a full week.

### WESTLAND BAKERY.

**WSTLD** 

Drawn by:

P.O BOX 44, GULU.

TELL: 0757082345.

"Dealers in producing and selling of bakery products"

### DAILY DISTRIBUTION SCHEDULE FOR BAKERY PRODUCTS.

Time Frame	Product	Market/customer/Place	Quantity	Person in Charge	Means of Delivery	Remarks.
8:00 am- 11:00am	bread	zigoti	300	Ssemakula Brian	Business truck	
2:00pm- 4:00pm	cakes	Kagavu	800	Katava Isaac	Business truck	

SIGN: <u>AQUYVXZ.</u> L	SIGN
NAME: MUGISA ROBERT	NAME
TITLE: SALES MANAGER	TITLE

Approved By:

# Daily work schedule.

This is drawn by the entrepreneur who works for him or herself indicating the day's work time table to serve his or her customers.

### WESTLAND BAKERY.

WSTLD

P.O BOX 44, KOTIDO.

TELL: 0757089822.

"Dealers in producing and selling of bakery products"

# **DAILY WORK SCHEDULE.**

Customer name	Address	Telephone	Start Time	End tome	Reference	Remarks.
Ssemakula Brian	Kagavu	0757080622	8:00	10:55	97542	

Drawn by:	Approved By:
SIGN: AWEXAZOO.B	SIGN
NAME: SSEMAKULA BRIAN.	NAME
TITLE: ENTREPRENEUR	TITLE

### Work schedule.

This shows the work distribution time table for employees. It shows who is to do what and when. It can be drawn for one day or for a full week.

# A WEEKLY WORK SCHEDULE FOR WESTLAND BAKERY.

E00000	WESTLAND BAKERY PROJECT.						
	P.O BOX 45, LUWERO.						
		ר	ΓEL: 07422311	123.			
	"Dealers in	producing an	d selling of hig	gh quality ba	kery produc	ts''	
		<u>WEEKI</u>	LY WORK SC	CHEDULE.			
Days	Employee name	Employee no	Description of work	Start time	End time	Remarks or comments.	
Prepared by	7:				 Approved by	/ <b>:</b>	
Sign:	•••••	•		si	ign:	•••••	
Name:			Name:				
Title:				ſ	Title:	•••••	

# Master daily work schedule.

This is used by an entrepreneur with many workers to show the daily work distribution timetable to all workers. It may be for one day (daily) or for a full week (weekly).

# A MASTER DAILY WORK SCHEDULE FOR THE EMPLOYEES OF KWAGALA BOUTIQUE LIMITED.

KWAGALA BOUTIQUE LIMITED. KGI					KGRS			
	P.O BOX 04, KAMPALA.							
	TELL: 0745324532							
		"For b	etter fashions'	,				
	$\underline{\mathbf{N}}$	IASTER DAIL	Y WORK SCH	IEDULE.				
Customer name	Description of work	Employee number	Start time	Work order no	Remarks			
Prepared by:				Approved by	:			
Sign:	•••••			Sign:				
Name:				Name:	•••••			
Title:				Title:				

# **Production schedule.**

This shows the quantity to be produced during different days within the business.

# A WEEKLY PRODUCTION SCHEDULE FOR JULIAN FARM MACHINERY LIMITED.

JULIAN FARM MACHINERY LIMITED.						
		P.O BOX 34, 0	GULU.			
		TELL: 078962	20000.			
	''Dealers i	n producing and se	lling of farm inputs	,,		
	]	PRODUCTION SC	CHEDULE.			
Days	Product	Quantity	Person in charge	Remarks		
Prepared by:			Approv	ved by:		
Sign:			Sign:	•••••		
Name:			Name:	•••••••		
Title:			Title:	•••••		
1						

# A bus ticket.

**N.B**. buses normally give their customers bus tickets on payment of the travel fares.

# A BUS TICKET USED IN GERALD BUS TRANSPORTERS.

BUS TRANSPORTERS.  OX 75, MUBENDE.  ELL: 0789234456.  rs in transportation"	BUUUSSSSI
ELL: 0789234456.	
rs in transportation"	
BUS TICKET.	
Date:	•••••
To:	•••••
•••••	•••••
Driver's name:	•••••
Signature:	
le or refundable. Luggage carr	ied at owner's risk.
	Date:

# Vehicle travel schedule.

This shows how the business vehicles are to move to different parts. It applies to a transport business.

# A WEEKLY TRAVEL SCHEDULE FOR THE BUSES OF JOVIA TRANSPORTERS.

000000	JOVIA BUS TRANSPORTERS.									
	P.O BOX 04, KABALE.									
			TELL:	075622100	7.					
			"For bet	ter moveme	ent''					
		WI	EEKLY TR	AVEL SCH	EDULE.					
Days	vehicle no	from to Driver's Departure costs remarks name time								
Prepared b	y:			Approved by:						
Sign:					Sign		•••••	••••		
Name:					Nam	e:	•••••	•••••		
Title:					Title	g:	•••••	•••••		

### Vehicle service schedule.

This shows the dated when the vehicle is to be serviced.

# HENRY BUS TRANSPORTERS LIMITED. JLLIIII P.O BOX 34, GULU. TELL: 0789620000. "Dealers in transporting people and their properties" VEHICLE SERVICE SCHEDULE. vehicle no **Service date** Nature of the Serviced by **Remarks** service Prepared by: Approved by: Sign:.... sign:.... Name:.... Name:.... Title:.... Title:....

# Loan repayment schedule.

This is prepared to act as a guide when the business is paying back loan funds or debtors paying the business in case it is a micro-finance.

# A LOAN REPAYMENT SCHEDULE FOR WESTLAND BAKERY PROJECT.

Money	y Money	WESTLAND	BAKERY PROJI	ECT.	
		P.O BOX	X 34, MITYANA.		
		TELL	: 07570899022.		
		LOAN REPAY	YMENT SCHED	ULE.	
LOAN AMO	OUNT SHS:	• • • • • • • • • • • • • • • • • • • •	••••		
INTEREST I	RATE: On Fi	xed Instalmen	at or Reducing Ba	lance Method	
			Loan repaym		•••••
Period	Total repayment (shs)	Principal (shs)	Interest (shs)	Principal outstanding balance (shs)	Total outstanding balance (shs)
TOTAL					
TOTAL Borrower's. S	 Sign:	••••	Loan officer Sig	gn:	
	Name:				•••••

# ROUTINE MAINTENANCE OF MACHINES KAMU KAMU MEAT PACKING FACTORY

GGOOO	KAMU KAMU MEAT PACKING FACTORY.						
	P.O BOX 457, KAMPALA.						
		TELL: 0757081232.					
	"Dealers in selling of quality packed meat"						
	<b>SCHEDU</b>	JLE FOR THI	E ROUTINE	MAINTENA	NCE OF I	MACHINE	<u>ES.</u>
Days or time	Type of machine	Description of work	Employees to do the work	Person responsible or supervisor	Venue of service	Date of next service	Remarks
Prepared	d by:				Apı	proved by:	
	Sign:	•••••				sign:	•••••
	Name:.	•••••			Nam	e:	
	Title:	•••••			Title:		

# A PROSPECTUS INVITING MEMBERS OF THE PUBLIC TO SUBSCRIBE FOR SHARES IN WESTLAND

# WESTLAND BAKERY LIMITED. P.O BOX 45 MITYANA

TELL: 0757080622.

"Dealers in producing and selling of bakery products"

**Date:**12<sup>th</sup> July 2019.

### PROSPECTUS.

Westland bakery limited invites the public to subscribe to shares totaling to 20,000 each at a value of shs 3000.

**History of the company.** The company has been in operation for 20 years and it has 20,000 shares of which 10,000 will be ordinary and the balance preference shares.

**Future plans of the company.** It intends to have 10,000 ordinary shares and hopes to provide them with other products like bonds and debentures.

**Products the company deals in.** it deals in ordinary and preference shares as well as bonds.

Risks faced in its operations. Limited capital for expansion.

**Purpose of additional capital.** To meet the minimum requested capital of shs 40,000,000.

**Dividends shared in the past.** No dividends shared in the past since it has been incorporated into a company.

Prepared by:

SIGN : <u>baaaaaaakhhbagaghroohagagaji ja</u> NAME: NABALE JALIA

TITLE: MARKETING MANAGER.

# A QUESTIONNAIRE TO FIND OUT THE CAUSES OF HIGH LABOUR TURN OVER IN AN ENTERPRISES.

### WESTLAND ENTERPRISES LIMITED. WTBL

### P.O BOX 333, MBALE.

TEL: 0786567890.

"Dealers in buying and selling of high quality stationary products"

### QUESTIONNAIRE FOR CAUSES OF LABOUR TURN OVER.

Greetings from Westland enterprise limited your supplier of high quality stationary products. We request you to fill for us this questionnaire to help us to find out the causes of high labour turnover in the enterprises.

emerprises.	
Name of the respondent: Sex: Marital status: Location: Income level Age:	
Is low levels of motivation towards employees causing labour turn over? YES:	NO:
Is inadequate wage levels making employees to move to competitors? YES:	NO:
Is it the discrimination of workers in the enterprises results into labour turnover	? YES: NO:
Is the issue of promotion prospect in other business causes this? YES: NO	D:
Is it sexual harassment to workers by bosses cause this? YES:	NO:
Is the absence of job security causing the problem of high labour turnover: YES	S:NO:
Is it failure to appreciate workers in the business cause this? YES:	NO:
Is it the excessive work load to employees causing labour turnover? YES:	NO:
Is it the issue of ineffective communication in the organization causes this problem	lem? YES: NO:
Is the delayed payment of worker's salaries and wages cause this? YES:	NO:
Is labour turnover caused by recruitment of wrong employees? YES: N	O:
Is the buoyant labour market offering more opportunities to employees causing YES:NO:	high labour turn over?
GENERAL COMMENTS:	•••••
DRAFET BY:	APPROVED BY:
NAME:	NAME:
TITLE:	TITLE:

#### SWOT ANALYSES GUIDE FOR THE PRODUCTS OF WESTLAND RESTAURANT.

#### WESTLAND RESTAURANT.

**WBLD** 

### P.O BOX 41, MITYANA.

TELL: 0764321234.

"Dealers in producing and selling of high quality food stuffs"

### **SWOT ANALYSES GUIDE.**

#### **Business Strengths are.**

- Producing and selling of high quality food stuffs.
- Suitable location of the business.
- ❖ Adequate capital from different sources.
- ❖ There is use of high quality and attractive packaging materials.
- Having a clear business environment
- Offering competitive prices.
- Having adequate storage facilities or rooms.
- ❖ There is cooperating among the members of the business.
- ❖ The project carried out persuasive advertisement.
- ❖ By having hard working and committed management team
- **\Delta** Having a good customer care.
- ❖ By producing and selling variety of products
- Good image of the club project
- Employing and having skilled club members

#### Business weaknesses are.

- Inappropriate marketing and sales techniques
- Limited cash management
- Difficult in decision making
- **❖** Having few club members
- ❖ Inefficient management.
- Limited capital
- Accidents while at work
- Theft and embezzlement of club assets
- ❖ Shortage of skilled man power among the club members
- Inadequate monitoring activities
- ❖ Being new in the market and have a weak market image
  - ❖ Inability to finance the needed market changes due to limited capital.

- ❖ There is producing and selling of few products
- Unsuitable location of the business.

#### **Business opportunities are.**

- Change of business line by the major competitors
- Increased demand for our products
- ❖ Adequate support from school administration.
- Discovery of new sources of raw-materials.
- There is improvement of infrastructures.
- Support from teaching and non-teaching staff
- ❖ Availability of loan facilities from the community
- Improved technology
- There is improvement in the level of security services around the community.
- Free premises
- There are new external markets
- Changes in market trends
- ❖ There is possibility of having big orders for our products
- Changing tests and preferences
- **Getting big orders on some days.**

#### Business threats are.

- Unstable supply of power
- Break down of infrastructures
- Bad debts
- Emergence of insecurity in some market areas.
- Limited raw- materials
- Unfavorable weather conditions
- ❖ Interference by the school administration
- Theft and embezzlement
- Emergency of new better quality products
- \* Reduction of school population.
- Unfavorable changes in school programs
- Growing bargaining power of customers and suppliers.
- Competitor's reduction of product prices.
- Increase in costs of production of business products
- ❖ New business being established or opened.
- \* Raising sale of substitute goods like stationary products as well as food stuffs.
- New and bigger substitutes or entry of new products in the market such as popcorns.

Westland restaurant limited has more strengths and opportunities compared to those of competitors.

#### Market survey guide.

This contains questions about the market survey to be conducted about business products.

# A MARKET SURVEY GUIDE FOR THE PRODUCTS OF WESTLAND JUICE PROCESSING PLANT.

# WESTLAND JUICE PROCESSING PLANT. **WJPP** P.O BOX 45, MOYO. TEL:0768654321. "Dealers in producing and selling of high quality packed juice" **MARKET SURVEY GUIDE.** The purpose of this survey is to find out the needs of the customers, activities of competitors and the market gap to be filled. Name: Sex: Age: Location: Marital status:...... Income Level:..... ❖ What products are most preferred and why?..... ❖ What unique features should the products have?..... ❖ Who are our competitiors?..... ❖ What are the strengths and weaknesses of the main competitor?..... ❖ What promotional strategies will be effective?..... ❖ What prices are affordable to customers? ❖ What prices will I charge?..... ♦ How the quality of our products?..... ❖ How did customers get to know about the products?..... ❖ General comments about the business?.....

# A QUESTIONNAIRE TO BE ISSUED TO CUSTOMERS OF KYANDONDO TEA PROCESSING PLANT.

#### KYADDONDO TEA PROCESSING PLANT.

**QWZCD** 

#### P.O BOX 23, KAMPALA.

TEL: 0765432121.

"Dealers in processing and selling of high quality tea products"

### **QUESTIONNAIRE OR CUSTOMER'S OPINION FORM.**

Greeting from kyaddondo tea processing plant. You are requested to fill for us this questionnaire to help us in our market research programme.

### Field visit guide.

This contains questions to be asked during the field visit.

# A FIELD VISIT GUIDE TO BE FOLLOWED WHEN CARRYING OUT FIELD VISITS ABOUT WESTLAND BAKER'S PRODUCTS.

# WESTLAND BAKERS PROJECT. WKSPT P.O BOX 23, MASAKA. TEL: 0765878768. "Dealers in producing and selling of high quality bakery products" FIELD VISIT GUIDE. Name of the business visited? Location of the business?..... Brief description of the business? Name and type of the business for which the survey is being done?..... Background information of the business?..... Name of the entrepreneur visited? Competitors in the area? background: Reasons for starting the business? CUSTOMER IS OUR BOSS.

# Loan application form.

This is filled by the borrower when applying for a loan from a financial institution to act as a loan agreement between the financial institution and the borrower.

### Example.

### A LOAN APPLICATION FORM FOR KYANKOWE MICRO-FINANCE.

	KYANKOWE M	IICRO-FINANCE.	KMFLD			
P.O BOX 67, MITYANA.						
TEL: 0765432123.						
	"For commun	ity development"				
	LOAN APPLI	CATION FORM.				
SECTION A: PERSONA	AL DETAILS.					
			Sex: MF			
Residential address (attach	document to confirm res	idence)				
district: Period at a	ddress ( Months):	County: Telephone:.	Country			
SECTION B: BANKING	DETAILS.					
		Do you have anoth				
If so provide the following	details.					
Bank or institution	Credit balance	Monthly installments	Pay A/C No.			
   SECTION C: EMPLOY!	 MENT DETAILS.					
Employment type: Forma occupation: Term Renewable: Non rene	al: Informal: Self: as of employment ( tick) p wable: if renewable	Paid: None: ermanent: Contract: if indicate period (yes) Emplo	contract (tick).  oyer name:			

Employer details.
Plot No: Premises or home or flat: Floor no: Street name: Village: P.O BOX: Town: District: period at address (months): Telephone no: Mobile No: Country: Position:
Department ( if applicable) length of employment with current employer ( months, year):
Has your employment status changed since your last recommendation letter to the bank (tick). YES:
SECTION D: LOAN REQUEST DETAILS.
Amount requested for:
SECTION E. NEXT OF KIN'S DETAILS.
Surname: First name: Relation: Mobile:
SECTION F: DECLARATION AND ACCEPTANCE.
I hereby certify that all the particulars given by me are true and complete. I understand that upon approval of my loan application. I shall be notified of the insurance premium and arrangement fee deducted and my account will be credited with the difference. I also accept all the terms and conditions and agree to be bound by them should my loan be approved.
Applicant's Name: Signature: Date:
SECTION G: EMPLOYER CONSENT AND RECOMMENDATION (AFFIX EMPLOYER'S STAMP).
<ul> <li>We confirm the details as above. We confirm that we will not accept any instruction to discontinue salary without bank notice.</li> <li>We confirm that we shall advise the bank immediately the employees services are terminated and provide necessary assistance to collect the outstanding loan.</li> <li>We recommend the loan proposal for approval.</li> </ul>
Name:
SECTION H: FOR OFFICIAL USE ONLY.
i. Sales person. Name: Signature: Date: Date: Loan centre manager: Name: Signature: Date: Use Credit risk underwrite: Name: Signature: Date: Version of the commended YES: No: Credit operations manager: Name: Signature: Date: Version of the commended YES: No: Signature: Date: Version of the commended YES: No: No: No: No: No: No: No: No: No: No

Market assessment guide.

This is followed when carrying out market assessment.

#### Example.

A MARKET ASSESSMENT GUIDE FOR OBTAINING MARKET RESEARCH INFORMATION FOR KASOZO POULTRY FARM PROJECT.

# KASOZO POULTRY FARM. **KPFP** P.O BOX 6790, MITYANA. TEL: 0757020304. "Dealers in producing and selling of poultry birds like hens" MARKET ASSESSMENT GUIDE. Assessment of customer's identity. 1. Who are the customers: are they male or female?..... 2. Where are they located? 3. What form of occupation do they do? 4. What age brackets are they? 5. What are their interests and hobbies?..... 6. What quantity and how often will they buy?..... 7. What are their income bracket i.e. rich or middle income or poor?..... Assessment of customer's wants. 1. What particular products or services are your target customers looking for?..... 2. What special features are they looking for in the product in terms of size, packaging?..... 3. What kind of quality are they looking for?..... Assessment of the competitor's level. 1. Are there many or few businesses that produce the similar products?..... 2. How much sales volume do they have? 3. What attracts customers to buy from them?..... 4. What strengths do these competitors have? 5. What weaknesses do they have? 6. What opportunities do they have? 7. What threats do they have? Prepared by: Approved by: SIGN:.... SIGN: .hahfghaegeiapl 1 amnefnefnhr. NAME: MUTAAWE KIZITO. NAME: TITLE: TITLE: MARKETING MANAGER.

# A market survey guide should have the following parts.

(i)

, ,	objective.
- A	ssurance of treating respondent's information confidentially.
( <b>ii</b> ) e.g.	Questions about the respondent: Name
	Sex Marital Status Income bracket
(iii)	Residence
	- Packaging e.g. do you like the way the product is packaged
(iv)	Question about the price e.g.
Comi	nent on the price
	h F Not Very
(v) How	Question about promotion e.g. did you get to know about the business?
Thro	ugh the media nts riends
( <b>vi</b> ) Wher	Questions about place e.g. e do you often/regularly buy this juice from?
Retail	lesalers
( <b>vii</b> ) How	Questions about positioning e.g. do you rank the product to other products of competitors' e.g.
Best	ters G Poo
	General comments/remarks any remarks on areas for improvement or any General views/recommendations regarding oduct:

Brief background information of the business carrying out the surveys and the major