

B Introductory material for a new case study

This material can be used to practise the techniques introduced in the book; lecturers can find some example solutions on the book website, <http://books.elsevier.com/manualsprotected/0750661232>.

Introduction to the case study

Just the Job is a company that provides house cleaning services on a one-off basis, for example when people move house.

At the moment, when a potential customer contacts the Just the Job office, the receptionist books an appointment for the office manager to visit the property to be cleaned and give the customer a date and price for the job. Once these have been agreed, a booking form is filled out (see below); one copy of the form is given to the customer and two copies are filed at the Just the Job office.

On the date arranged, a team of two or three cleaners arrive at the property and carry out the cleaning as specified. The customer then signs a copy of the original booking form to confirm the job has been carried out satisfactorily. When the signed booking form arrives back at the Just the Job office, the receptionist sends an invoice to the customer for the payment. A receipted copy of the invoice is sent to the customer when full payment is received.

Just the Job also deals with customers who require cleaning services on a regular basis. This cleaning is carried out on the same day each week, and is charged at an hourly rate, negotiated with the customer. The office manager tries to send the same cleaner each week, as this helps customer relations.

Just the Job allocates customer numbers and keeps details on file of all its customers for marketing purposes. The office also keeps records of all the cleaners, including name, address, contact number and the number of hours worked each week.

The office manager has decided that she needs a new computer system to handle most of the paperwork involved in Just the Job's daily routines.