

## LESSON 1 – ASSIGNMENT

1. Imagine that you are about to start your own computer repair workshop. What would your initial planning involve. What would you look for in terms of building, furnishings, tools and any other equipment that you can think of?
2. You have managed to obtain a five year lease on a standard rectangular building for the purpose of starting a computer workshop. The interior is without walls or fittings and measures 5m X 10m. Design an appropriate workshop layout (ie. draw a labelled sketch plan). Include such things as:  
Serving counter(s)  
Dividing walls  
Benches  
Display areas  
Storage areas  
Any further fittings that you feel would be necessary.
3. Explain the importance of good customer relations. What sort of business procedures should be adopted when dealing with customers?
4. Briefly explain the following terms and their significance to a computer workshop:
  - Work scheduling
  - Charging
  - Record keeping.
5. Please complete the supplied questionnaire and send it back with your assignment.