

Housekeeping and Laundry Supervision

LEARNING GUIDE #1

UNIT OF COMPETENCY – Prepare Quotations

MODULE TITLE –Preparing Quotations

LG Code: CST HLS M01 L04-09

TTLM Code: CST HLS4 TTLM 0917V1

L01: Calculate costs of products and services

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics.

- ☞ Create records to administer the customer's
- ☞ Source and accurately select and interpret product and costing information to prepare the quotation
- ☞ negotiate costs with suppliers according to commercial agreements and relationships, within scope of individual responsibility
- ☞ Calculate commissions or mark-up nett costs
- ☞ Accurately calculate any additional taxes, special fees and other charges
- ☞ calculate any required currency conversions
- ☞ calculate the final cost to the customer
- ☞ Check all calculations against all product and service
- ☞ Keep detailed and legible records of the method of calculation, according to organization for
- Create records to administer the customer's details
- ☞ Source and accurately select and interpret product and costing information to prepare the quotation
- ☞ negotiate costs with suppliers according to commercial agreements and relationships, within scope of individual responsibility
- ☞ Calculate commissions or mark-up nett costs
- ☞ Accurately calculate any additional taxes, special fees and other charges
- ☞ calculate any required currency conversions
- ☞ calculate the final cost to the customer
- ☞ Check all calculations against all product and service
- ☞ Keep detailed and legible records of the method of calculation, according to organization formats

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to

- ☞ Create *records*
- ☞ Source , select and interpret product and costing information
- ☞ negotiate costs with suppliers

- ☞ Calculate commissions
- ☞ calculate any additional taxes
- ☞ calculate currency conversions
- ☞ calculate the final cost to the customer
- ☞ Check all calculations
- ☞ Keep detailed and legible records of the method of calculation

Learning Activities

- ☞ Read the specific objectives of this Learning Guide
- ☞ Read the information written in the “Information Sheets”
- ☞ Accomplish the “Self-check” in every learning outcomes
- ☞ Submit your accomplished Self-check
- ☞ Read the “Operation Sheet” and try to understand the procedures
- ☞ Do the Lap test

Information sheet	LO1 – Calculate costs of products and services
--------------------------	---

Specific objective of the learning outcome –

1. Create records
2. select and interpret product and costing information
3. negotiate costs with suppliers; calculate for commissions, currency conversions, additional taxes and any fees
4. Keep detailed and legible records of the method of calculation

A.CALCULATE COSTS OF PRODUCTS AND SERVICES: At the time of cost calculation the following points to be performed

- Create records
- Quotation
- Select and interpret product cost with prepare the *quotation*
- Calculation of cost

Types of records

- ✓ a computer file
- ✓ a manual file

A quotation:

- A list of items for purchase given by a business to its **clients**.
- A formal statement setting out the estimated cost for a particular job or service. "ensure you receive a written quotation covering all aspects of the job"
 - We have more business **quotation** template samples in the **provided** link.

Source and accurately select and interpret product and costing information required to prepare the quotation.

There are issues related to various quotations:

- may be for a broad range of products and services, including:
 - single product or service
 - multiple products and services making up a complete itinerary
 - inclusive products or optional touring products
 - groups
 - individuals
 - one-off touring arrangements
 - series tours
 - incentive tours
 - meetings
 - conferences
- may be prepared:
 - manually
 - using a computer
- may be provided by:
 - telephone
 - verbally in a face-to-face context
 - fax
 - email or other electronic transmission
 - mail
 - internal communication

CALCULATION

It includes negotiate costs with suppliers; calculate for commissions, currency conversions, additional taxes and any fees.

CALCULATE FOR COMMISSIONS: Commissions or mark-up nett costs: It is a system of payment to someone who sells a goods which is directly related to the amount of goods sold. Is she paid a regular wage or is it on/ by commission only?

Example1: she gets a 15% commission on every machine she sells.

Example2: a receptionist may get a % for every room to be sold.

CURRENCY CONVERSIONS: Calculate Currency Exchange Rates or conversions as follows: While exchange rate quotes are relatively easy to find these days, reading and making calculations based on them can be a little more challenging. Say we need to convert €8m into dollars, by applying the exchange rate EUR/USD 1.25. The euro is the base currency. We're converting from the base. Calculate live currency and foreign exchange rates with this free currency converter. You can convert currencies and precious metals with this currency.

☞ Calculation of Special fees and charges may include:

- service fee
- transaction fee
- itinerary preparation fee
- visa and passport handling fee
- loyalty program (e.g. frequent flyer) redemption fee
- Product booking fee
- amendment fee
- cancellation fee
- reconfirmation fee
- courier fee
- credit card fee
- communication fee

Check all calculations

➤ Check all calculations against all product and service components. Product and service in Quotations includes:

- domestic products and services
- international products and services
- transportation
- transfers
- accommodation
- entertainment
- tours
- cruises
- entrance to attractions or sites
- tour guiding services
- activities
- meals
- functions
- special items
- venue hire
- speaker services

- audiovisual services
- meeting or event equipment
- special event consumable items
- catering

Example

How do you calculate hotel room rates?

To most accurately **calculate** average labour expense **per** occupied **room**, take the total labour plus benefits expense for a time period and divide it by the number of **rooms** serviced.



It is a requirement of this Unit you complete Work Projects as advised by your Trainer or your information sheet of your learner guide. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Provide a demonstration in (or a video evidence of) a real-life/actual or simulated situation which provides proof you can: (3 pts each)

1. types of records
2. cost calculation
3. Quotation
4. Keep detailed and legible records of the method of calculation

Note: Satisfactory rating -10 points Unsatisfactory – below 10 points

You can ask you teacher for the copy of the correct answers.

LEARNING GUIDE #2

UNIT OF COMPETENCY – Prepare Quotations

MODULE TITLE –Preparing Quotations

LG Code: CST HLS M01 L04-09

TTLM Code: CST HLS4 TTLM 0917V1

L02: Provide quotations to customer

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- ☞ Prepare the quotation
- ☞ Promptly *provide accurate quotation* to the customer according to organization procedures and formats
- ☞ Offer secondary quotations with options
- ☞ Ensure all quotations include accurate details of the cost of product and service
- ☞ Record all details of the quotation

This guide will also assist you to attain the learning outcome stated in the coverage. Specifically, upon completion of this Learning Guide, you will be able to

- ☞ Prepare the quotation
- ☞ provide accurate quotation
- ☞ offer secondary quotations with options
- ☞ Ensure all quotations
- ☞ Record all details of the quotation
- ☞ Minimize use of printed materials and Maximize electronic

Learning Activities

- ☞ Read the specific objectives of this Learning Guide.
- ☞ Read the information written in the “Information Sheets”.
- ☞ Accomplish the “Self-check” in every learning outcome.
- ☞ Submit your accomplished Self-check
- ☞ Read the “Operation Sheet” and try to understand the procedures
- ☞ Do the Lap test

A.PROVIDE QUOTATIONS TO CUSTOMER

I. Prepare the quotation

How do you prepare a quotation?

Quotation header — Mention your company's name, contacts, tax registration number, **quotation** number and date, payment terms, and the name of the recipient. You should write the word “Quote” or “**Quotation**” at the top of the page. **Quotation body** — describe the proposed goods or services and provide pricing information.

Service Quote Sample can be used as a template whether you provide delivery. When a **client** fills out your online **quote** form, their information will be operated with great care. Clients may sometimes reject a quotation, asking for the price to be adjusted.

A quotation is a list of items for purchase given by a business to its clients. We have more business quotation template samples in the provided link for more issues

A quotation template can literally make or break a business deal. It can provide your clients with the information they need to learn more about service and item cost or price.

Template Highlights. Describe your company, the specific details of the **quote**, your customer’s contact information, and any associated costs; Provide key.

The quotation provides the customer that a business's rates and, therefore, simplifies the process of choosing a business to hire. Goods and services are definitely. One of the front liners in paving the way of acquiring orders and purchases is the quotation. Provide a positive impression to your clients by choosing a quote.

Prepare a written quotation

Quotations commit you to the price you specify, so they are usually used when:

- the work you're quoting for has clear requirements - in terms of time, labour, materials, etc

- your costs are stable
- You're confident the work won't turn out to be more complicated than expected. It's good practice to give your customers a **written quotation**. This should include the:
 - ☞ overall price
 - ☞ breakdown of the components of the price, indicating the price covers and what it does not
 - ☞ period the quotation is valid for
 - ☞ schedule for when you will do the work or deliver the products
 - ☞ full contact details of your business
 - ☞ payment terms or schedule
- How you will control and price any changes the customer requests once the project is underway You should get your customer's written confirmation that they're happy with the price you have quoted and the work that this includes. You should do this before you carry out the work, or provide the goods or services. If the job changes substantially after you start work, it's a good idea to revise your quotation and get it agreed before you finish the job.

II.offer secondary quotations with options

Secondary or indirect sources are sources cited in another source (see example below). For more details, consult the specific manual or style guide, see a reference . Because the above passage contains a quote, the in text citation requires not only the .Some professors, however, prefer that you not provide page.

II. Ensure all quotations with its limitations

Ensure all quotations include accurate details of the cost of product and service provision and the **conditions and limitations of the quotation**.

Conditions and limitations of the quotation (initial and subsequent) may include:

- Inclusions
- Exclusions
- cost of items
- prices subject to change
- Inclusion of fees, taxes and levies
- General conditions and rules
- Payment requirements
- Date of current quotation
- life and expiry date of quotation
- changes of conditions of pre-existing quotation or booking
- changes to provision of pre-existing booking
- Legislative requirements such as cooling-off period after acceptance of quotation
- Methods of customer accepting quotation

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Provide a demonstration in (or a video evidence of) a real-life/actual or simulated situation which provides proof you can: (2 pts each)

- Prepare the quotation with accuracy
- offer secondary quotations with options
- Ensure all quotations with its limitations

Note: Satisfactory rating -6 points Unsatisfactory – below 6 points

You can ask you teacher for the copy of the correct answers.

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- ☞ Adjust and update quotations to take account of changed requests or arrangements.
- ☞ Provide the most up-to-date quotation to customers inclusive of new conditions and limitations
- ☞ Record all details of adjusted quotations and keep on file according to organization procedures

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to

- ☞ Adjust and update quotations
- ☞ Provide the most up-to-date quotation
- ☞ Record all details of adjusted quotations and keep on file

Learning Activities

- ☞ Read the specific objectives of this Learning Guide.
- ☞ Read the information written in the “Information Sheets”.
- ☞ Accomplish the “Self-check” in every learning outcomes.
- ☞ Submit your accomplished Self-check
- ☞ Read the “Operation Sheet” and try to understand the procedures
- ☞ Do the Lap test

A. – UPDATE AND AMEND QUOTATIONS

I. Adjust and update quotations

Adjust and update quotations to take account of changed requests or arrangements. You can then view and update the custom fields, for example, the Specific Update Time field.

II. Provide the most up-to-date quotation: Provide the most up-to-date quotation to customers inclusive of new conditions and limitations.

III. Record all details of adjusted quotations and keep on file: Record all details of adjusted quotations and keep on file according to organization procedures.

If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. The college will accept faxed amendments.

Qualified Interdealer Quotation System Proposed Amendment to the Nasdaq Security Exception Proposed Amendments to the Furnishing Requirement and Annual, Quarterly, and Current Reports of Reporting Issuers.

A quotation letter is the most common and used letter in a business organization. So, a detail discussion about quotation letter with quotation letter definition and quotation letter sample/quotation letter format/quotation letter example/quotation letter template are given below. Quotation letter definition. A quotation is a specific offer for sale.

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

Provide a demonstration in (or a video evidence of) a real-life/actual or simulated situation which provides proof you can: (2 pts each)

- Adjust and update quotations
- Provide the most up-to-date quotation
- Record all details of adjusted quotations and keep on file

Note: Satisfactory rating -5 points Unsatisfactory – below 5points

You can ask your teacher for the copy of the correct answers.

LAP Test	Practical demonstration
-----------------	--------------------------------

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions:

1. You are required to perform all of the following:

- Define records and its types
- Describe and define quotation
- negotiate costs with suppliers; calculate for commissions, currency conversions, additional taxes and any fees
- Keep detailed and legible records of the method of calculation

2. Perform the following procedures:

- Prepare the quotation
- provide accurate quotation
- offer secondary quotations with options
- Ensure all quotations
- Record all details of the quotation
- Minimize use of printed materials and Maximize electronic

3. Perform the following procedures practically:

- Adjust and update quotations

Date: April, 2020	Page 16 of 18
Author : Lamesa Bulto	

- Provide the most up-to-date quotation
- Record all details of adjusted quotations and keep on file

Note: Satisfactory rating -17 points Unsatisfactory – below 17 points

☞ You can ask you teacher for the copy of the correct answers.



Date: April, 2020	Page 17 of 18
Author : Lamesa Bulto	

