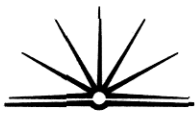21. (a) Structured Approach - The way it uses 5 steps of Define, Plan, Build, Check, Modify the solution make sure that the management of successful completion is made important due to the complexities of large projects.
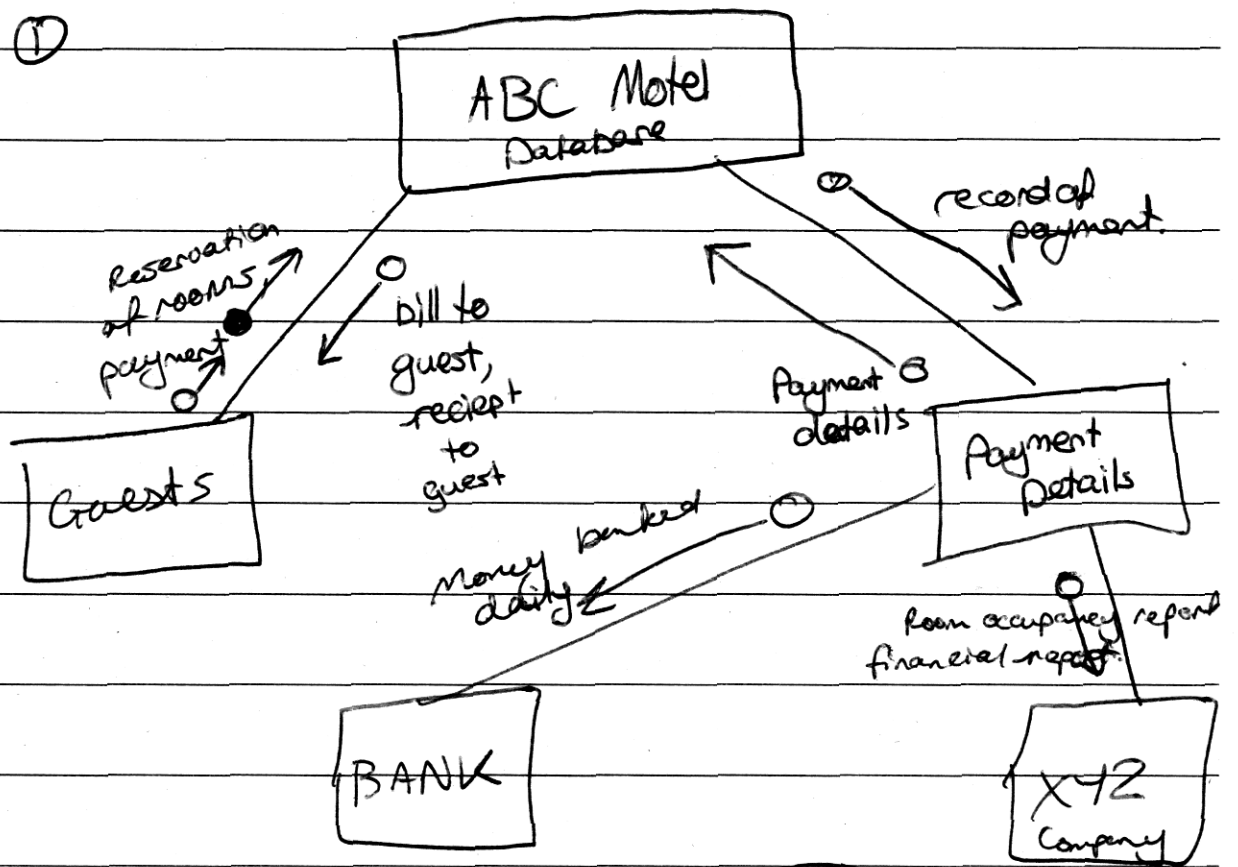
End-User - For smallers projects involving specification, project management ensures their main technique is good communication with the user. This enables successful completion of the required set by the user.

(b) Technique one - Have an employee relations team that keeps the organisation employees in the loops of enough information. The employee relations team should instruct the employees with job safety and security propaganda to keep them happy whilst getting them to write job descriptions.
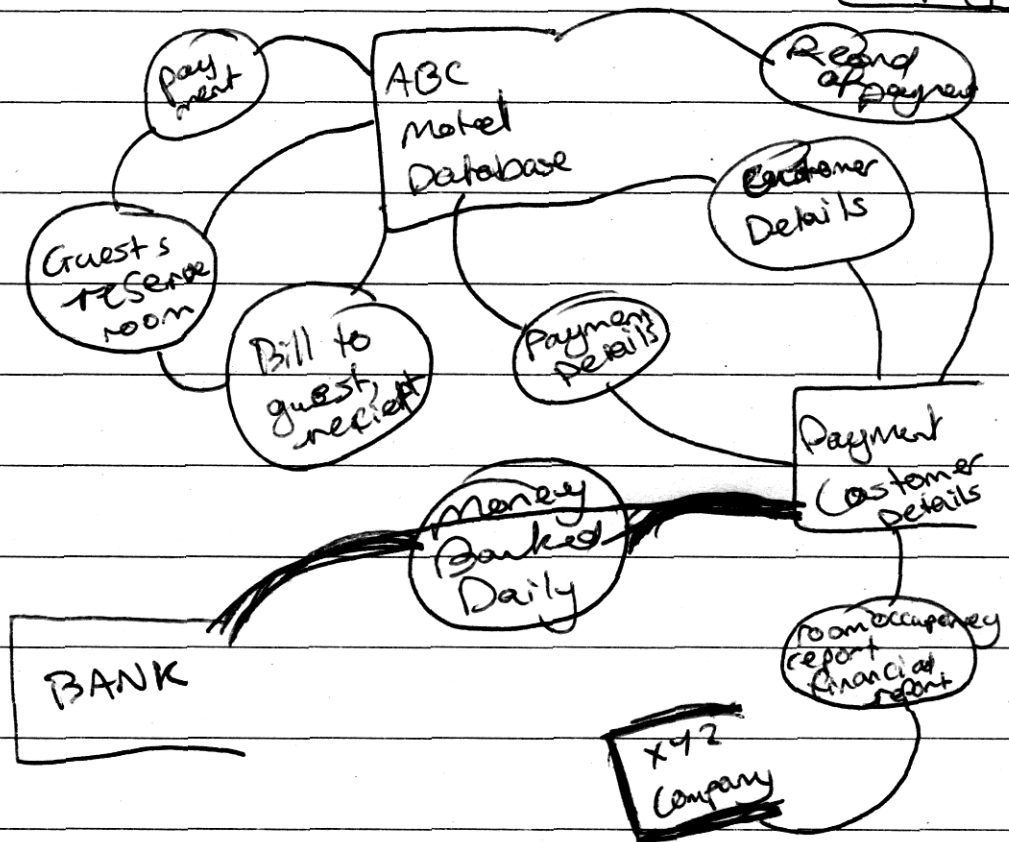
Technique two - Management team should include duties of staff instruction, that co-operation is a must otherwise incur penalties. Also include the helpful aspects the project team will bring to their roles in the organization.
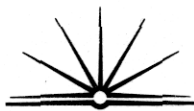
(c) (i)

ABC Motel Database

Guests

Reservation of rooms payment

bill to guest, reciept to guest

Payment details

record of payment

Payment Details

Money banked daily

BANK

Room occupancy report financial report

XYZ Company

(ii)

Payment

ABC Motel Database

Record of payment

Guests reserve room

Customer Details

Bill to guest reciept

Payment Details

Payment Customer Details

Money Banked Daily

Room occupancy report financial report

BANK

XYZ Company

(iii) Each control parameter in the data flow diagram can be turned into questions on a customer satisfaction card. Other than the usual "how would you rate your room $1 \rightarrow 5$". Question like.

- Was it easy to reserve a room
- Was payment easy, quick and hassle

Comments: Need Eftpos and Credit Card facilities.

- Did you recieve a reciept.
- Did you get your bill promptly

etc.....