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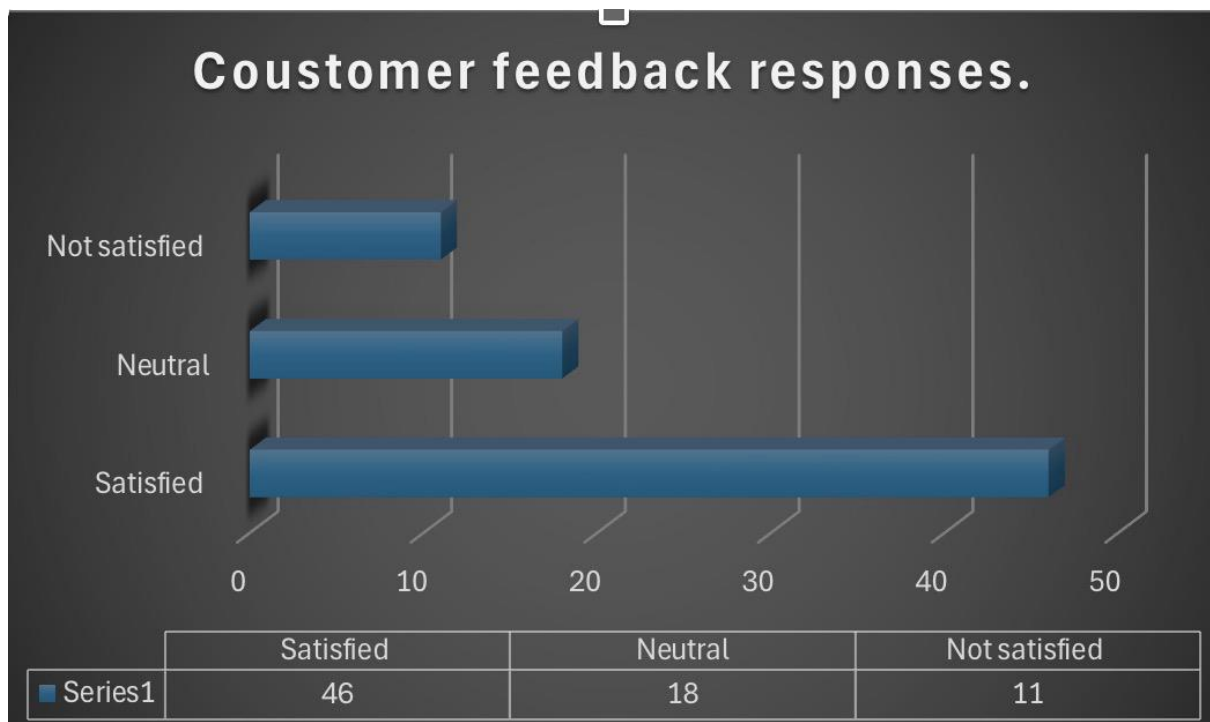
River Fitness

To: Hassan Murad, manager, river fitness

Subject: customer feedback.

This is a summary of responses who were either satisfied, neutral or not satisfied.

Bellow you will find a bar chart with the results from the customer survey.



The results show that there were more people who were satisfied than not satisfied. In total we had a total of 75 people who gave us feedback. The overall results showed people were more satisfied.

My log

Why I chose my tool:

I chose to use Microsoft excel and Microsoft word to create my digital artefact.

Microsoft excel is useful for creating bar charts, pie charts and line graph, that's why I decided to go with Microsoft excel to create my digital artefact.

Microsoft word helped me with the structure and layout of my overall document. I could change the layout and font and colour on Microsoft word.

What information I used:

I used the information from the email sent by the manager of river fitness, Hasan Murad. The information included a survey which had been taken for feed back from the customers to indicate weather they are satisfied with the service, neutral or not satisfied at all.

All other information such as the manager name and the number of people who voted for each category was important so I can address the manager with the correct information.

Step-by-step How I created my artefact:

I read through my scenario to gather all the important information I needed.i then had to make a choice what tool I would use to create my artefact. In my case I used Microsoft Word and Microsoft Excel. I wanted to get a good idea of how to make charts on Microsoft excel so I watched a video on **Uwtsd bitesize excel – working with tables**. This helped me better my skills by learning how to create tables and edit them and types of tables that can be used.

Once I watched the video it gave me a good idea of how to create my own bar chart.using the information I got from the river fitness scenario I made a bar chart. Then I took a screen shot of it and saved it onto my photos. I then made a Microsoft word document to re write an email to the manager with a summary along with a digital artefact to show the results.

What changes I made:

I made changes to the layout of my work, first I had everything on one size and my bar chart was not clear it was small so i decided to make it bigger with clear colour for clarity of the reader.

Feedback I received:

My bar chart didn't show the exact number, instead it showed the bar on the chart with an estimated figure so I was given feedback to also include the numbers bellow so the reader can know the exact number .

What my digital artefact says about using the tool I used.

My digital artefact shows Microsoft excel can be used in a professional environment to show charts and tables which are easy to understand. When handling written information charts with colours can make the document more interesting and easier to read.