



University of Wales Trinity Saint David

Managing Projects in the Organisation

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Wedding Management Project

Table of Content

1. Introduction.....	4
2. Chapter I – Project Management Theoretical Framework	
1. Defining Project Management.....	5
2. Steps of Project Management.....	5
3. Types of Project Management.....	6
4. Project Management Tools and Techniques- Effective Management Planning.....	7
3. Chapter II – Project Management-Project Planning	
Weddings – Industry Background.....	10
Wedding Project Plan.....	12
• Project Scope.....	12
• Project Objectives.....	12
• Time management.....	12
• To – do list of activities.....	13
• Terms of references.....	14
• Milestones.....	15
• Technical Requirements.....	16
• Budget Requirements – Breakdown.....	17
• Stakeholders.....	19
• Communication Plan.....	20
• The Project Risk Management.....	22
4. Chapter III – Reflective Review – Personal Development Plan.....	26
5. Conclusion.....	30
6. References.....	31

Table of Figures

Figure 1. Elements of Project management.....	5
Figure 2. Project Constraints Triangle.....	6
Figure 3. Types of Project Management.....	6
Figure 4. Gantt Chart – Project Management Example.....	8
Figure 5. Program Evaluation and Review techniques - Project Management Model.....	9
Figure 6. Example Wedding Cost Brake down for Average of 96 Guests.....	10
Figure 7. Breakdown of the Wedding Guest Expenses in British (£).....	11
Figure 8. Project Life Cycle Phases.....	11
Figure 9. Wedding planning timeline.....	13
Figure 10. Terms of Reference.....	14
Figure 11. Milestones.....	15
Figure 12. Budget Requirements Breakdown.....	17
Figure 13. Table demonstrating the level of influence and interest of suppliers.....	19
Figure 14. Project Management Communication Plan.....	21
Figure 15. Project priority risk.....	22
Figure 16. Risk Assessment.....	23
Figure 17. Gibbs’ Reflective Cycle.....	26
Figure 18. Belbin Team Roles.....	27
Figure 19. PDP – Project Manager.....	28

Introduction

The aim of this report is to demonstrate the ability to plan, manage and communicate the project by showing the understanding of use of appropriate tools and techniques designed for managing projects. Beginning with the theoretical framework, brief definition of project management will be provided, followed by examples of the tools and techniques which can be used while planning the project.

Next part of this report will direct its focus on detailed procedures and activities required to organise and facilitate wedding event, making sure that everything runs smoothly, right on time and within expected budget. Plan of the implementation of the wedding project will be introduced, specifying each step that must be taken towards the completion. This will include description of budget requirements, milestones, risk assessment and stakeholder communication plan. At the end of this report, self-evaluation of the strengths and weaknesses involved with managerial planning skills and self-development plan will be also outlined.

Chapter I

Project Management – Theoretical Framework

1. Defining Project Management

Project management (PM), requires the planning and organising of a company's assets in order, to move the events, tasks, and duties towards completion. It may involve a single project or a continuing activity, where resources managed consist of technology, personnel, intellectual property, and finances. Project management is also defined as the use of methods, skills, experience, knowledge, and processes towards achieving specified project objectives (Labarre, 2019).

It has its strict time frame and ultimate deliverables that are limited to a finite budget and timescale, different from simple management which is an ongoing process. For this reason, professional who runs the project must be very dexterous, having great business awareness and wide range of skills (Labarre, 2019).

2. Steps of Project Management



Figure 1. Elements of Project management (EDUCBA, 2020).

Initiating – this first stage is associated with ratifying of the plan, here scope is specified, and manager can define budgeting, resources, and time frame of the project.

Planning – most crucial and strategical part of the project, here the risks (if any) are evaluated, and mitigation plan is emerging by creating the tasks in order, to control the project.

Executing – at this stage project is launched and tasks are being assigned and recommenced to assure that everything goes well according to plan.

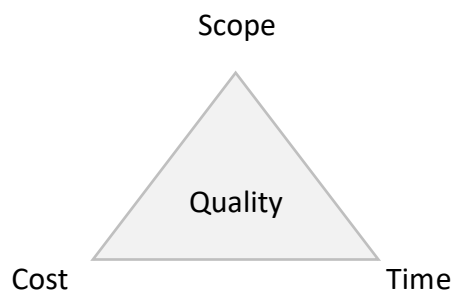
Example: wedding planning executing is nothing more than choosing the venue, deciding on caterer, and securing suppliers such as wedding cake with deposit payments (Budget Savvy Bride, 2020)

Monitoring – evaluating of the performance by comparing the current results with the ones expected, to make sure that all deliverables and objectives are met.

Example: it is a must to monitor suppliers and vendors, checking if they meet the timeframe (think of the backup) and if allocated budget will be enough to finalise project.

Closing – at this final stage, deliverables are submitted to the clients, documents are being forwarded to the organisation, resources are being released and stakeholders are being informed about the project closure.

Figure 2. Project Constraints Triangle (Taylor, 2020).



When working on the wedding project, closing/completion is the final stage when everything comes to an end – WEDDING DAY! All the previous steps will account for the outcome. The right balance of scope, time and cost is very important as if for example having enough time, but not enough budget project will be distorted. If each step was accomplished according to the plan there should be no fear of failure and everything should go smooth during the wedding day. But bear in mind, there is always a risk of unexpected event that may take place.

3. Types of Project Management

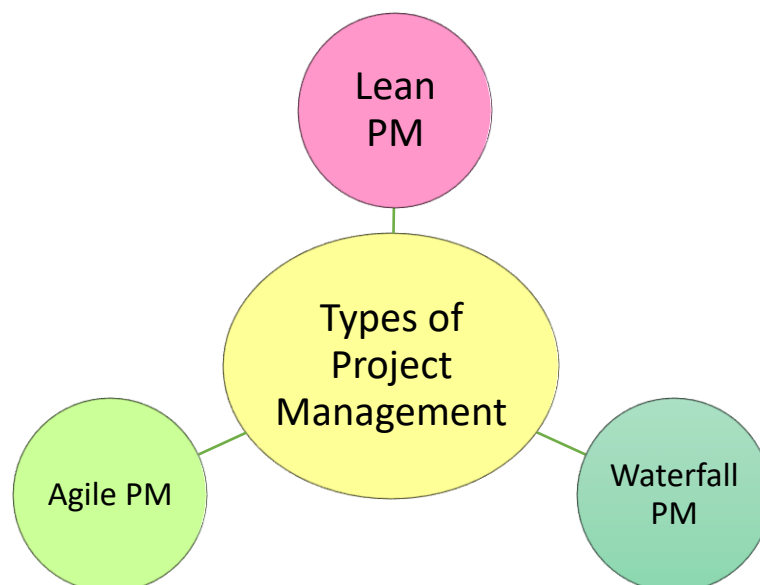


Figure 3. Types of project Management adapted from EDUCBA (2020)

Lean Project Management – focussed on waste avoidance of both resources and time. The main objective of this methodology was to create greater value for customers using least resources possible.

Waterfall Project Management – this methodology is restricted to step by step completion of the tasks. Therefore, only one task is finished at the time, before second task began to take place. Like a waterfall progress of the project, flows in same direction. In this project style timelines and sequences of tasks are highly important. Such project begun with smaller tasks using low workforce, slowly increasing group of professionals working on it as project tasks are arising (EDUCBA, 2020).

Agile Project Management – is a process dedicated to continuous observation and perfection of deliverables. Unlike waterfall management style, agile method is not sequential but instead is parallel. It means that phases are completed by various employees at same time. Such approach enables fast track and fixture of errors, saving time and costs to organisation (Rouse, 2020).

The types of project management mentioned above are most used by organisations. However, there are many more to explore. We must bear in mind, that each organisation as a whole or project manager itself have different preferences when it comes to choosing the appropriate PM type.

4. Project Management Tools and Techniques – Effective Project Planning

This chapter will direct its focus on the essential toolset for effective project management. The project management tools and techniques (PMTT), are designed to aid project managers in effective and efficient project planning. Those PMTT have great impact on the successfulness of the project. The misuse of appropriate tools and techniques often lead to counterproductivity of performance and project failure (Nickolas, 1990). Toney and Powers (1997) suggest that project managers should have previous experience in and have good understanding of PMTT appliance. Appropriate usage of tools and techniques in managing project can possibly benefit in better communication, fewer trainings, productivity and efficiency rise, likelihood of project outcomes, stakeholder confidence rise and overall increase of project successfulness chances.

Project Management Tools

Project management requires data analysing, tracking down missed deliverables and communicating with stakeholders. Those activities would not be possible to successfully accomplish without appropriate use of tools and techniques developed overtime. Here are some of the commonly used:

Gantt Chart model originated from visual work-flow chart called “harmonogram” which was developed by Polish engineer Karol Adamiecki in late 18th century. Thereafter, in early 1900, engineer and management consultant Henry Gantt moved the “harmonogram” concept to further stage, using it to visualise schedule and stages of project (MindTools, 2020). Nowadays, Gantt Chart is used by managers as aiding tool in managing the projects.

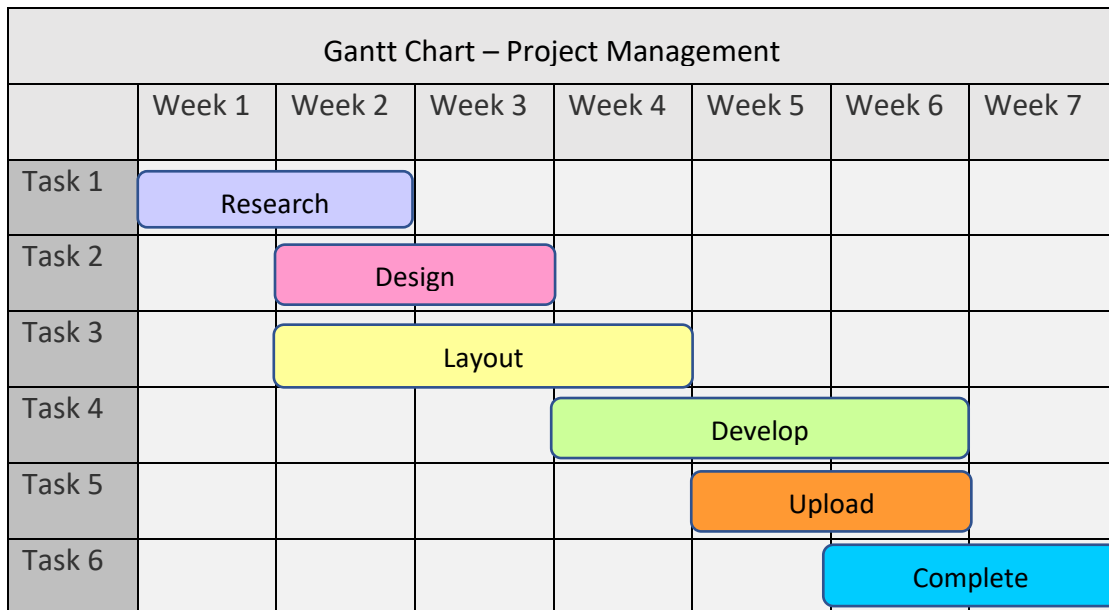


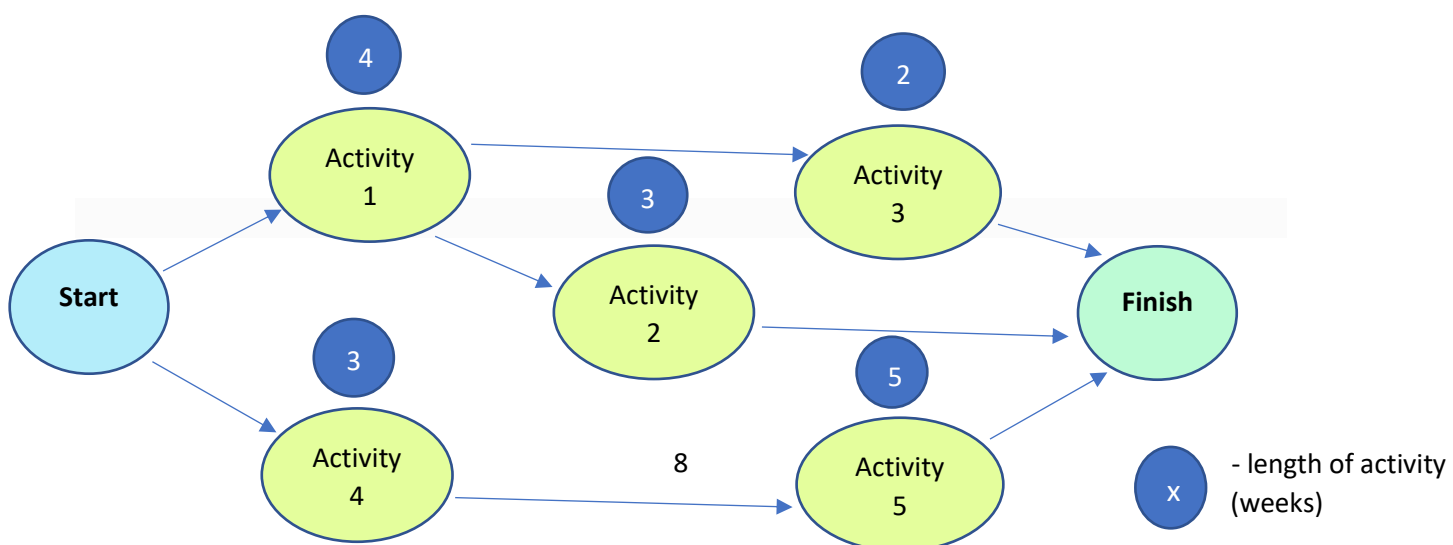
Figure 4. Gantt Chart – Project Management Example, adapted from Chandana (2020).

Benefits:

Gantt Chart enables easy supervision of the workflow, providing graphically illustrated timeline for controlling and planning of the project, at same capturing the progress of each activity taken towards the project completion. Gantt Chart is an easy to operate tool, it uses the form of a bar chart, where each colour spread across the timeline represents ongoing activity and this colour is different from the one representing originally planned duration of activity. Thus, length of the bar chart and colour difference makes it easy for managers to track the progress or capture delays (Chandana, 2020).

PERT Chart (Program Evaluation and Review Technique), is a model developed in 1958 by United States Navy and designed to assist in submarine nuclear projects. Currently, PERT chart is widely used by project managers to estimate the required minimum amount of time needed to complete specific project. This is proceeded by examination of the project breakdown and connections between the tasks, those examination can be helpful in detecting any risk involved with the project (Bridges, 2019).

Figure 5. Program Evaluation and Review techniques - Project Management Model.



Benefits:

The purpose of PERT chart is to support project managers while dealing with complex projects. The program evaluation and review technique tool make it easy for managers to visualise each step of the project independently breaking its complex structure into separate, easy to monitor and operate pieces. Therefore, managers can see more easily which activities can be done at same time, and in case of possible delay they can see which tasks should be prioritised (Bridges, 2019).

Gantt Chart vs PERT Chart

PERT charts, as mentioned above, were established to make planning and scheduling complex project easier. Similarly, to PERT, a Gantt chart also use graphical visualisation for scheduling and planning of the projects, breaking work into smaller tasks. Moreover, a Gantt chart can set dependencies of the duties, showing the timeframe of each task. This might seem similar, however there are differences between both tools. The timeline of a PERT chart is represented using a network diagram or a flowchart, while Gantt uses bar chart. PERT chart is used for complex, larger projects, while Gantt chart is used for those smaller.

The PERT charts are commonly used to figure out the scheduling right before the project and Gantt chart are flowing into project, However, PERT charts are usually used before a project to figure out scheduling and Gantt charts tend to follow into the project, showing the importance of scheduling limits. The Gantt chart by enabling the edition of project start and finish, is very convenient as it can be used when both, planning and executing the project. Gantt chart is generally seen as more transparent tool to progress tracking.

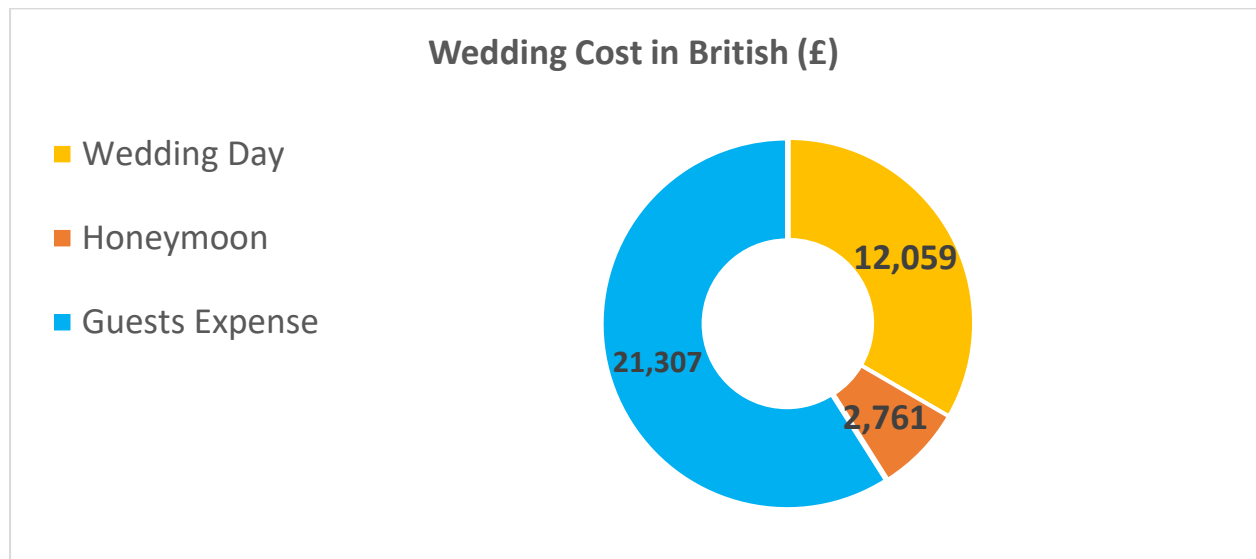
Chapter II

Project Management – Project Planning

1. Weddings - Industry Background

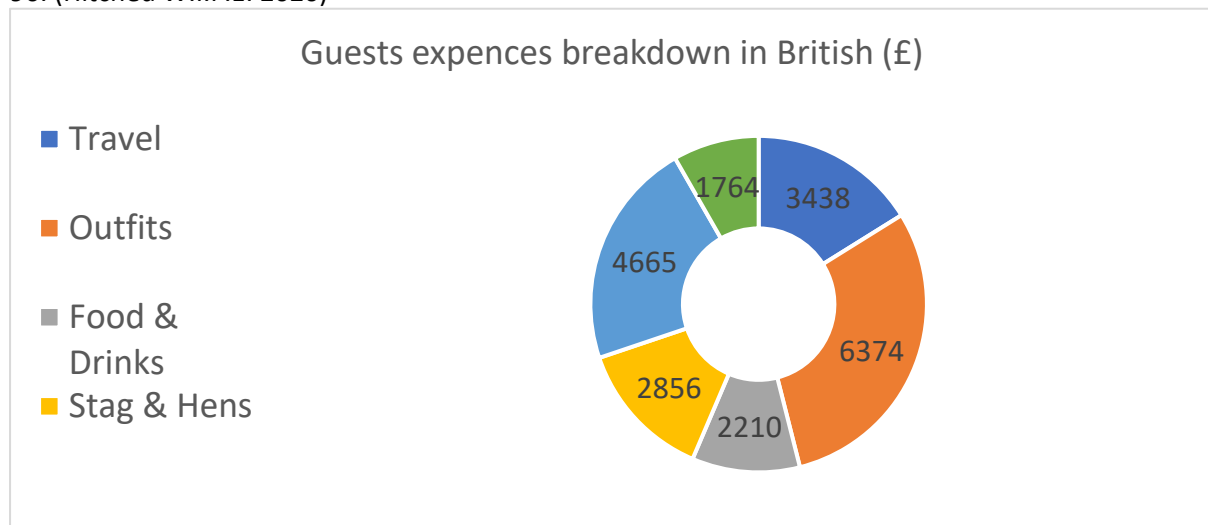
This short industrial background research was conducted in order, to introduce estimate wedding related costs, making it easier to plan the budget for the wedding couple. According to Hitched W.I.F.E. (2020) in United Kingdom wedding industry is worth £10 billion yearly with average of wedding couple getting married daily during season can reach up to 125. According to surveyed newly married couple average wedding cost including honeymoon adds up to around £36 thousand, of which over half are guest costs related (average guests number = 96).

Figure 6. Example wedding cost brake down for average of 96 guests (Hitched W.I.F.E., 2020).



Summary: Figure 6 shows that guests related expenses are the highest out of all wedding costs and equal over £21,000. However, looking at the further breakdown of the guest expenses shown below in Figure 7, our couple will not be spending this much money. Moreover figure 6 estimate honeymoons to cost nearly £3 thousand, our couple does not organise honeymoon as its been covered by family members.

Figure 7. Breakdown of the wedding guest expenses in British (£) with average guest number equal 96. (Hitched W.I.F.E. 2020)

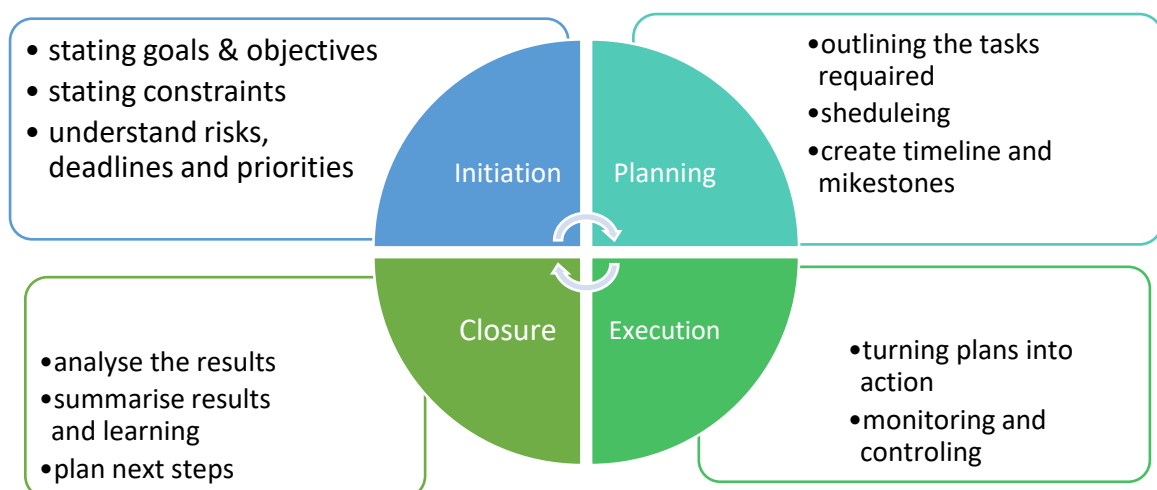


.Summary: According to survey conducted by Hitched W.I.F.E. (2020) on average the total of over twenty-one-thousand British pounds is spent only on wedding guests. However, in our project couple covers only food, drinks, souvenirs, and church to venue transfer for their guests. Remaining deliverables related to guests are sorted by couple out of the project. Therefore, the budget of Norman and Maja is much lower than the estimated average couple budget introduced by Hitched W.I.F.E.

2. Wedding Project Plan

Similarly, to other projects weddings require strategical planning and what comes along adequate project management skills. The followed wedding project follows the phases of the project life cycle and consists of project description, project objectives, deliverables, terms of references, milestones, technical requirements, limits, budget requirements, stakeholder, customer overview, communication plan, project matrix, and risk assessment.

Figure 8. Project Life Cycle Phases (Nediger, 2019).



Project Scope – Description of the Project

Following project is a detailed description of Maja and Norman's wedding party, which will take place at the Baltic Venue on the 14th of Jun 2021. The couple are expecting 104 guests to attend this special event. Since the bride is from Poland, couple has decided to replace 3 course menus with the polish traditional feast style wedding breakfast. The guests will be seated at the long grazing tables facing each-others and the top table will be placed at the back of the room enabling couple to be overseeing their guests. The project detail will allocate all the activities planned by clients this includes church ceremony, guest transfer to the venue site, wedding breakfast, speeches, toast, cake cut, first dance and guests entertainments.

Project Objectives

The main objective of this project is to meet the expectations of Maja and Norman, making their wedding experience truly unremarkable by delivering highest standard of service at Baltic venue on the planned day of July the 14th. The key is to satisfy the bride and groom by ensuring that activities run on time and that their visions and desires are executed on time without exceeding of budget. Forecast budget is 12 thousand British Pounds. This Project focuses only on the ceremony venue booking date and organising the wedding party venue, it does not cover the groom/bridal and bridesmaid outfit purchase neither purchase of wedding rings (those and other prior wedding activities, Maja and Norman would like to take care of themselves). Wedding planning to start from the 1st of Jun 2020.

Time management

When planning a project, effective time management enables project managers to control the time length of each activities. Therefore, by prioritising, focusing and scheduling, organisational goal can be reached on time and in accordance with the plan. There are many tools used for time management such as: action programs, activity logs, to do lists and many more. "To Do List", is a great time management tool for planning the wedding. These are the prioritized lists of all activities that must be carried out, starting with the most important task and ending by the ones least important. Therefore, by prioritising the tasks its easier to state which activity requires immediate attention and which can be left out till later date (Mind Tools, 2020).

To-do List - Pre-Wedding Day

1. Meet Bride and Groom
2. Gather relevant information: preferable date, desired venue and church, number of guests, types of entertainments, favourable cuisine, budget limitation, etc.
3. Decide on the wedding date
4. Collect guest list database
5. Sign the contract and collect deposit
6. Contract 2 additional planners to assist the project and wedding rundown
7. Book the wedding venue
8. Book the church for wedding ceremony
9. Arrange suppliers for the tables and chairs
10. Agree on wedding theme and décor
11. Book Florist/ designer
12. Book Beverage Supplier
13. Choose and book catering company
14. Search for wedding cake supplier
15. Menu tasking – agree on cuisine
16. Wedding cake tasting – choose one
17. Book photographer and videographer
18. Search for the band
19. Arrange parking space
20. Book additional guests transportation
21. Monitor suppliers to have control on performance
22. Have team and suppliers on site 3 hours prior the guest arrival
23. Wedding day rundown, monitor all the activities
24. Collect remaining payment if any due

WEDDING PLANNING TIMELINE					
Task name	ASSIGNED TO	DURATION	START	END	COMMENTS
1 Vendors arrive					
1.1 Beverage arrives		1- 2 Hours	14.06.2021 12:00	14.06.2021 14:00	One hour of slack time is predicted
1.2 Catering team arrives		9hours	14.06.2021 12:00	14.06.2021 21:00	Catering team stays till 3 course are served
1.3 Florist arrives and set up		2 hours	14.06.2021 12:00	14.06.2021 14:00	2 hours is the maximum time required
1.4 Wedding cake delivery		1hour	14.06.2021 12:00	14.06.2021 14:00	wedding cake should be dropped on site at 11 am latest
1.5 Band/DJ arrive and set up		12 hours	14.06.2021 15:00	14.06.2021 02:00	last song at 2 am, 2 breaks of 30 minutes allocated for band
1.6 Bus driver arrives on church site		2 hours	14.06.2021 15:00	14.06.2021 17:00	driver must only collect and drop max 35 guest to the venue
2 Ceremony					
2.1 Photographer/videographer arrives		12 hours	14.06.2021 14:00	14.06.2021 02:00	whole day contracted, must be fed during lunch time
2.2 Guest arrive		1hour	14.06.2021 14:00	14.06.2021 15:00	One hour of slack time is predicted
2.3 Ceremony takes place		1hour	14.06.2021 15:00	14.06.2021 16:00	ceremony should take about 45 minutes
2.4 Photographs outside church		20 minutes	14.06.2021 16:00	14.06.2021 16:20	
2.5 Everyone make way to the venue		30 minutes	19.04.2019 16:30	19.04.2019 17:00	between 15 minutes to 30 if major traffic
3 Wedding reception					
3.1 Band begins to play		9 hours	14.06.2021 17:00	14.06.2021 02:00	the timing includes 2 breaks of 30 minutes each
3.2 Arrival drinks		30 minutes	14.06.2021 17:00	14.06.2021 17:30	one glass of prosecco, wines, beers and soft drinks
3.3 Group photographs		30 minutes	14.06.2021 17:30	14.06.2021 18:00	tarrace/garden outdoor photographs
3.4 Guests take seats		15minutes	14.06.2021 18:00	14.06.2021 18:15	band will invite them to sit down
3.5 Starters course		40 minutes	14.06.2021 18:20	14.06.2021 19:00	timing includes replenish of food and clearing
3.6 Main course		40 minutes	14.06.2021 19:00	14.06.2021 19:40	timing includes replenish of food and clearing
3.7 Tea/coffee and dessert station		1 hour	14.06.2021 19:40	14.06.2021 20:40	timing includes replenish of food and clearing
3.8 Speeches and photo presentation		30 minutes	14.06.2021 20:30	14.06.2021 21:00	start during dessert station is open
3.9 Toasts during speeches		30 minutes	14.06.2021 20:30	14.06.2021 21:00	one glass pp plus top ups on request
4 Evening part					
4.1 Cake cutting		15 minutes	14.06.2021 21:15	14.06.2021 21:30	photos and filming take place at this time, cake to be plated
4.2 First dance		10 minutes	14.06.2021 21:30	14.06.2021 21:40	aprox 3 minutes but could be delayed, play chosen song
4.3 Party and open bar		4 hours	14.06.2021 21:30	14.06.2021 01:45	bar to close 15 minutes before last song will be played
4.4 Fun activities-games		30 minutes	14.06.2021 22:00	14.06.2021 22:30	Best man organised fun games and entertainment
4.5 Party continues		3,5 hours	14.06.2021 22:30	14.06.2021 02:00	last song at 2 am
4.6 Wedding ends/guests departure		30 minutes	14.06.2021 02:00	14.06.2021 02:30	security to make sure guest left site on time

Figure 9. Wedding planning timeline (GANTTPRO, 2020).

[WEDDING DAY PLANING TIMELINE.xlsx](#) - please open using hyperlink to see full zoom version.

Terms of Reference - Appendix

Subject: Wedding Planning Date: 01.05.2020	Starting date: 01.06.2020 Completion date: 14.06.2020				
Clients contact Name: Norman Peter Address: 101 Nowacki Road, Krakow 30-063 Phone: +48 512 546 786 Email: myprivate1@wp.pl Name: Maja Kowalska, Address: 45 Powstancow Street, Krakow 30-023 Phone: +48 512 437 069 Email: favouriteN7@wp.pl	Agency Contact Agency name: What a Day! Agent Name: Patryk Josef Position: Head Planner Address: 19 Zdunow Street, Krakow 30-428 Phone: +48 608 543 894 Email: PatrykJosefWhataDay@wp.pl				
Clients Goals and Objectives					
Provide traditional Polish wedding for 104 guests on the Jun the 14th 2021 at Baltic Venue. Complete the project and deliverables on time within planned budget to satisfy Maja and Norman and make them truly happy.					
Possible risks/ difficulties that might arise during project planning					
• Not enough budget • Lack of time • Cancelation from suppliers • Unexpected risk (illness, accident, and so on and so forth)					
Described deliverables for clients use • Budget list • Contact suppliers at last 3 weeks prior wedding to ensure everything runs smoothly on time • Ensure that you have human resource backup in case if main planner fail to deliver project for any reason					
<table border="1"> <thead> <tr> <th data-bbox="201 1738 826 1771">Client approval</th> <th data-bbox="826 1738 1393 1771">Wedding agency approval</th> </tr> </thead> <tbody> <tr> <td data-bbox="201 1771 826 2002" style="height: 100px;"></td> <td data-bbox="826 1771 1393 2002" style="height: 100px;"></td> </tr> </tbody> </table>		Client approval	Wedding agency approval		
Client approval	Wedding agency approval				

Figure 10. Terms of Reference

Adapted from (Fedora, 2015).

Milestones

	Date	Activity
12-9 months prior	12.06.2020	- Collect deposit - Book church for ceremony - Book venue space
	15.06.2020	- Select Catering company
	15.07.2020	- Select Pastry company (wedding cake) - Book wedding band/DJ
6-3 months prior	15.10.2020	- Book photographer/camera man - Book entertainer for fun wedding activities
	15.12.2020	- Check venue site - Agree on wedding theme/decor
3 months prior	12.03.2021	- Finalise guests list - Update on budget - Update the catering company about number of people attending - Book screen projector
	15.03.2021	- Call suppliers for check-up: furniture, florist, pastry and beverage - Book bus to transfer elderly guests from church to the wedding venue
1 week prior	07.06.2021	- arrive to the site to make sure that furniture arrived, and that venue is been decorated and ready - make last phone calls to check on suppliers (including wedding cake, catering, beverage, photographer/camera man, band/DJ, bus company and florist).
Wedding Day	14.06.2021	- Make sure that all activities are on time (church ceremony, guest arrival to venue site, wedding breakfast, speeches/video display, toast, cake cut, first dance, entertainment/activities, etc.) - Collect any remaining payment

Figure 11. Milestones (Fedora, 2015).

Technical Requirements

Church Ceremony

According to rcdow.org.uk (2020), couple must inform desirable local church about planned marriage, no less than 6 months prior the wedding date, in order to allow enough time for formalities. Couple will be informed by the priest about type of the documents required by church and registry office. Priests do invite couple for the preparation course. However, is up to couple if they want to attend such sessions.

Guests Transfer

Bus driver shall wait at the parking space next to the church, 20 minutes prior to the ceremony end. Bus is allocated for elderly guests, however it should fit up to 35 people, so if anyone wish to use the coach as transfer to the venue space is more than welcome. Journey should take no longer than 30 minutes.

Wedding Venue

Prior guest arrival

- Wedding planner along with the crew and suppliers should be on site at last 3 hours prior the guest arrival, to ensure that room is ready and set.
- Tables must be set up accordingly to the plan, allowing easy access for guests to move around freely
- Florist should deliver the centrepieces and decorate the tables
- Goodies to be placed on the table for each guest
- Catering company should be ready on site preparing the dishes and all menu items
- All beverage must be delivered at this point and bar should be setup
- Coffee station should be setup at the back of the room, ready for the evening
- Projector screen, microphone, dancefloor and stage should be ready and set
- Parking spaces should be prepared for at last 70% of guest
- All fire exit doors should be cleared off for easy emergency access
- Disable access should be also provided

Budget Requirement - Breakdown

Wedding Price Breakdown (allocated budget £15 000.00)		
Services/Products	Details	Cost (£)
Church Venue Hire	St. Anthony's Church Located at Old Town Street, Krakow.	540.00
Register Cost	Local register notice	50.00
Wedding Party Venue Hire	Cosy venue space with plenty room for dancing, massive terrace and free parking space. Access to all facilities such as bar and V.I.P. lounge, playground for kids and smoking area.	2 000.00
Wedding Package	Premium Package: 1 glass of prosecco (pp) on arrival, 3 course feast meal, 1 glass of prosecco (pp) for the toast, tea and coffee station, unlimited drinks throughout (including spirits).	5 000.00
Florist	10 x flower centrepieces for the long guest tables, one large flower bouquet centrepiece for the Top table and vintage tea lights.	1 000.00
Photographer and Videographer	Whole day session paid hourly. Includes: Filming and taking photos during the church ceremony, group photograph outside the church, filming the bride and groom throughout whole wedding party.	1 200.00

Wedding Cake	Modest 3 level Wedding Cake, each base has different flavour, plus additional 4 cupcakes for the gluten free guests.	300.00
Furniture Hire	11 x long tables 106 x white wooden chairs	800.00
AV Hire	Projector screen, needed for photo slide show during the speeches	150.00
Wedding Band and DJ	Wedding band to play when couple enter the wedding venue and throughout the day. DJ to arrive for late night entertainment from 10 PM to 3 AM.	2 000.00
Transport	Bus transport for 35 guests from the church to the wedding venue (takes approximately 30 minutes)	400.00
Total cost	£13 040.00	

Figure. 12. Budget Requirements Breakdown

Summary: The above table demonstrate budget breakdown of the necessary services and products needed in order, to accomplish the wedding successfully and accordingly to client expectations and limitations. From the Figure 7, we can see that Total cost of services and products needed for the wedding day is lower than allocated budget. As allocated budget of Maja and Norman equals £15 thousand pounds. However, it is always safe to have some backup cash in case of emergency.

2.8. Stakeholders

Knowing the role of stakeholders is very important when managing the project. Each stakeholder takes its part in the project and can affect its outcome, whether it is the positive or negative affection. By showing our interest and keeping stakeholders happy we can tighten relationships and boundaries reducing the risk of failure and making our project successful (Kahootz, 2020).

Stakeholders	Description	Influence Level (Low/Medium/High)	Interest Level (Low/Medium/High)
Bride and Groom	Maja and Norman are a main asset of project, without them event will not take place.	High	High
Parents of Bride and Groom	Fathers and Mothers of bride and the groom	High	High
Family Members	Grandparents, siblings, cousins.	Medium	Medium
Other guests	People invited to the wedding, friends, co-workers.	Low	Medium
Suppliers	Florist, Driver, Pastry Chef, Catering, Furniture supplier, Band and DJ	High	High
Employees	Waitress, Chefs and Cleaners	Medium	Medium

Figure 13. Table demonstrating the level of influence and interest of suppliers.

Summary: From the above Figure 12 we can see that the couple who are getting married are the major stakeholders, as without them wedding project planning wouldn't take place, they are the key clients. Parents of the Maja and Norman are also very important, they support bride and groom financially and as parents they can influence decision making of the couple. Other stakeholders such as friends of the bride and groom, family members and employees at the venue have rather medium to low influence, they can impact the atmosphere of the wedding day but not the project itself. Another high influencer are the suppliers as without their input and hard work wedding day could turn into failure.

Example: If the catering company food quality were not compromised and not prepared up to expected standards this could highly affect the business reputation, as not suppliers but the host would be blamed.

Communication Plan

Communication plan is a tool which helps project managers to communicate and share the performance and steps of the project with their team, clients, and stakeholders. Effective communication plan enables smooth run of the project and by providing the opportunity to share the feedback it helps to avoid misunderstandings. Having communication plan in place enhances productivity of team project meetings (LaPrad, 2018).

Communication plays very important role in the project planning, especially when planning the mitigation strategies of the risk it is important to save the crucial emergency contact numbers so that authorities are aware of the supposed issue and ready to solve it right in time.

COMMUNICATION PLAN					
Communicate What?	From	To	Status	Frequency	Method
Venue Reports	Stacy Peter - venue representative	Stefan Josef, Maja and Norman	Venue Director, Event planner, Bride and Groom	Monthly	Email, meetings, phone calls
Guests list updates	Bride and Groom	Stefan Josef	Event planner	As soon as known of changes	Phone or email
Photography/Videography reports	Pete Mc Kenzie	Maja and Norman	Bride and Groom	Monthly	Phone, email, meetings
Food Menu Change	Bride and Groom, Stefan Josef	Kamil Wojec,	Head Chef, event planner, bride and groom	Monthly	Emails, meetings, phone
Suppliers Reports	Furniture suppliers, Pastry chef, AV suppliers, Bus Driver	Stefan Josef, Maja and Norman	Event Planner, bride and groom	Monthly, weekly in last month prior wedding	Phone, emails
Florist	Ania Rubik	Stefan Josef, Norman and Maja	Event planner, groom and bride	Monthly, weekly 1 month prior to the wedding	Email, phone, meeting
Changes Report	Everyone, of the above	Stefan Josef, Norman and Maja, Other stakeholders	Event planner, bride and groom	ASAP	Email, meeting

Figure 14. Project Management Communication Plan.

Summary: Figure 13 represents the plan of communication between business representative and stakeholders. Most of the activities must be reported from suppliers to the event planner and therefore to the bride and groom. Only when it comes to guest updates information would flow from the bride and groom to event organiser. Those planned steps are communicated on the monthly basis, and If any changes are to take place, they should be communicated as soon as possible.

The Project Risk Management

Project risk management is the method of detecting, examining and then act in response to risk that arises during the project cycle in order to stay on the right track and reach the objectives of the project. Moreover, risk is not just reactive, it is part of planning activity to detect how to control the risk if it potentially occurs (Ray, 2017).

Definition of the risk

According to Stephany Ray (2017), risk refers to everything that may possibly impact your project performance, timeline or budget. Risk is a potentiality, but when becoming reality, they are classified as issues. Therefore, risk management is a process of preparing for risk and prevent them from becoming an issue.

Dependently on the size and complexity of the project, management use different types of strategies to deal with the risks. For instance, smaller projects such as wedding planning does not necessarily require extensive and detailed planning. Here, risk management can use the strategy of listing the priority of the risk (Ray, 2017).

Figure 15. Project priority risk, (Fedora, 2015).

Project Priority Risk			
Future	Accept	Enhance	Constraint
Cost	X		
Time			X
Scope		X	

Summary: Cost- Accept, Time – Constraint, Scope – Enhance

In this project, time is constraint as the wedding couple does not want to compromise on a date, they are very specific. Therefore, we must work closely with our suppliers to assure that everything will be ready accordingly with planned schedule. The budget here can be stretched, as couple prepared for extra (emergency) costs. However, for the time being budget breakdown already shows that costs are not reaching preferable budget limit, which means that risk involved with extra costs is possible to handle, we will enhance the quality of performance (Rachin, 2012).

Figure 16. Risk Assessment

Risk Assessment				
Risk Description	Probability	Impact	Rating	Mitigation Strategy
Cancelation of the wedding	5%	Very High	A	Hold the deposit, inform other stakeholders. Find new clients for the date.
No show of some guests	60%	High	B	Keep on updates about number of the guests. Inform catering ASAP about any cancelations to minimise food waste
Traffic jam during wedding day	90%	High	B	Have some extra time allocated for transport and backup bus company in case of other issues.
Delayed food service	40%	Medium	B	Assure that catering company has their copies of service timetable, allocate extra time for prep, and have person on site to monitor the performance.
Extra guest appearance	15%	Medium	C	Prepare spare table, chairs and covers in case such situation take place.
Air conditioner failure	5%	High	B	Make sure that AC is been check prior to the event, have maintenance contact number in case if any technical issues.

Natural disaster	20%	Very High	A	Make sure that emergency exits are clear, have fire distinguishers, blankets in place, have at last 2 qualified 1 st aiders on site.
Fire alarm goes on	15%	Low	C	Make sure that bride and groom are aware of such possibility prior the wedding.
Sound system issues	10%	High	B	Have technician on site in case if there are any issues with AV.
Rainy weather	50%	Medium	C	Have spare umbrellas for the guests, make sure photographer can handle such weather conditions, assure that everything else is running smoothly too keep good vibes.

Summary:

Figure 15 demonstrate the possible risks which if not previously assessed and prepared for in form of mitigation plan could turn into real issues during the wedding day. We can see from the table above that some of risks which have high possibility does not have necessarily high impact on the project rundown. However because particular project it's a wedding day we should not underestimate the fact that clients have high expectations and that any even little issue if not overcome could negatively impact the reputation of our company as the word of mouth is very strong when it comes to recommending the wedding planners and as company we wish to hold good brand image and gain as many positive feedback and reviews from our clients as possible.

Plan for overcoming the risk

Successful wedding planner should be well prepared for all sort of risks which could have impact on the project no matter if it is positive or negative. Therefore, experienced project managers are prepared for all sort of scenarios by estimating all possible disasters and have their plan of actions written down. The very first step is to identify the possible risks scenarios (Bright hum project management, 2020).

Possible wedding disruption/interactions scenarios:

- No show (bride or groom does not show up during the wedding day)
- Food poisoning
- Natural disaster
- Heavy arguments among family members during the wedding

Having an idea of what could possibly go wrong, makes it easier to prepare for the action plan and solutions. Possibility of the bride or groom did not show up is very low but would have huge impact on the project, resulting in failure. However even if project is already considered as fatal, as a wedding planner company, it is our responsibility to overcome such crisis. In this unfortunate scenario, wedding planner should know what to do and whom to call (Bright hub project management, 2020).

Crisis Management Team – List Example

Team 1 – attendance team

Assignment: No show scenario

1. Stacy Burnt – Senior Planner
2. Jeff Cook – Ops leader
3. Kate Peter – Ops member

Phone Nr: 07536898453
Phone Nr: 07435689855
Phone Nr: 07256854433

Team 2 – natural disaster team

Assignment: natural misfortune

1. Emergency contact: police, ambulance, fire brigade etc. Phone Nr:
2. Chris Tracey - team leader Phone Nr:
3. Name- team leader Phone Nr:

Knowing whom to contact during the crisis is very important. As for instance wedding planners are not authorised or are not expert in natural disaster casualty. Therefore, they must seek professional help in handling issues to leas pressure and avoid making wrong decisions. Having people contracted as an emergency contact is crucial. Those can be team members with completed CPR trainings and psychology or counselling experience.

Chapter 3

Reflective Review – Personal Development Plan

This chapter will focus on the self- evaluation of the project management abilities. I will be using the Gibbs model of reflective cycle as a framework to my reflective review, and Belbin’s Team Roles Model to analyse the skills I posses and to recognise the ones that would be handy in managing the projects. At the end of this chapter I will develop action plan for self-improvement.

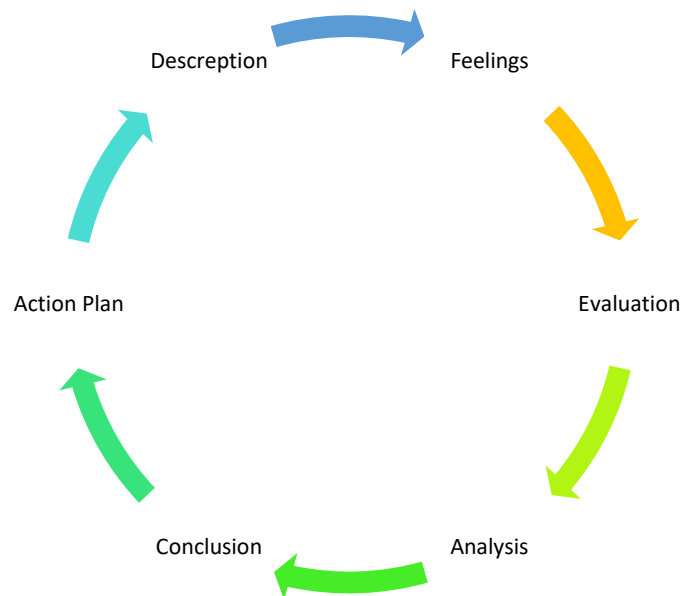


Figure 17. Gibbs’ Reflective Cycle (Mind Tools, 2020).

By using the Gibb’s model of reflection, I will be able to look back at the previously experienced events and evaluate the actions I have taken. Therefore, I will be able to conclude what could be done otherwise and make an action plan to rise my further performance if working on same or similar project in the future.

Description: Having experience in managing the wedding party, once happened that extra evening guests (8 people) arrived on the venue site 2 hours earlier, by the time of the wedding main course service. We had no possibility to fit an extra table and additional chairs to allocate those early arrivals.

Feelings: I was slightly stressed and embarrassed as we weren’t ready for such turnover of the situation. However, I tried to keep head on my shoulder and keep calm so that I can come up with solution and do not let my team down.

Evaluation: The bad side of the experience was that we were not prepared, and we risked the brand reputation and wedding party outcome itself. Good side is that we learned upon this scenario and we added it to possible risks.

Analysis: I founded that work under pressure is very challenging, having limited time for the problem solving, taught me that it would be worthy to have the plan for overcoming the risk.

Conclusion: Such experience taught me that not every issue can be solved as an individual and that team work matters a lot, I learned that there is nothing bad in asking for support from the senior management when being unsure of how to handle the issues.

Action Plan: If it were to happen once again, we would have reacted much faster and in the professional matter. In the first place assuring that guests list is up to date, few days prior to the wedding rather than month prior would be helpful and could prevent situation of this kind. However, there is always a potential risk and, in this case, having extra room whether it is same room as wedding breakfast or for example in the restaurant/bar site would be great solution.

Belbin Team Roles

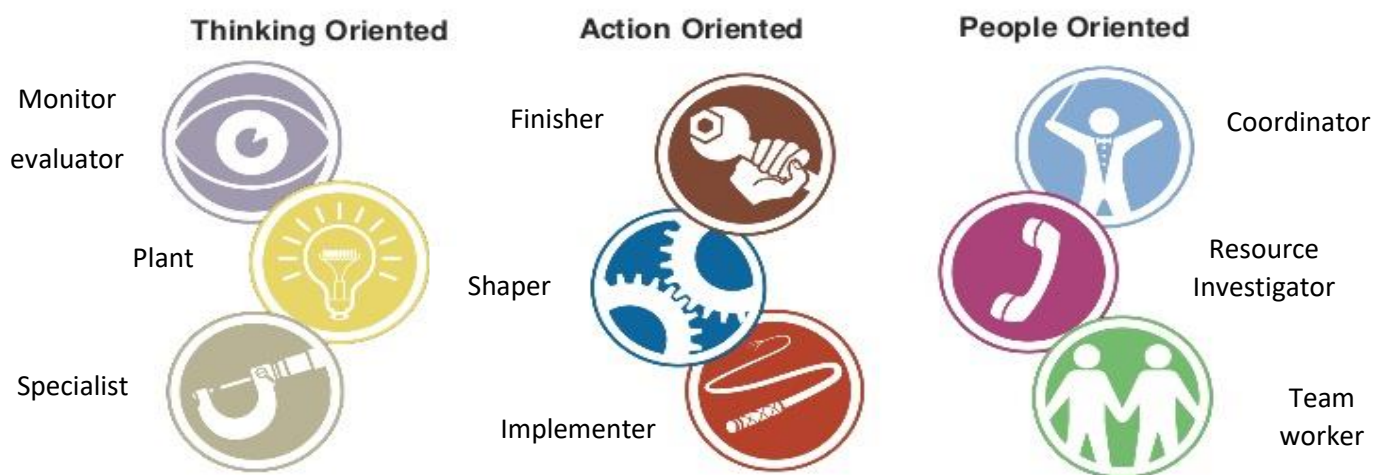


Figure 18. Belbin team roles (Sketch Bubble, 2020).

Looking at the nine team roles introduced by Belbin in Figure 17, I must say that I see myself as implementer, resource investigator, team worker. My co-workers see me as reliable and easy to work with person, I always try to utilise my time efficiently. Creating new contacts is my pleasure, my mind is open for all options. However, those roles have also their bad side of the coin...by being too friendly people do not always take me serious I also realised that instead of facing the issues I rather try to avoid confrontations. To become a good project manager, I should focus on developing the following skills: problem solving, leadership, scheduling, and negotiation.

Personal development plan is a written account formed on the values, reflection, awareness, and objectives, used to plan personal development, whether it is in term of education, relationship, self-improvement, or career. It is ongoing process of improving and shaping the knowledge and skills to make sure that one can remain employable and reach towards maximum personal growth (CMI, n.d.).

Figure 19. PDP – Project Manager

Personal Development Plan				
Goal	Objective	Resources	Measurement	Target date
Become better leader	Have power to inspire others, lead by example, gain respect.	- Volunteering work, manage small team when the opportunity occurs - Undertake online courses.	Request a feedback from the team I have managed. (a good leader is some one that take criticism)	3-6 months
Improve problem solving skills	Develop risk management skills, find effective solutions to problems	- Undertake online courses. - Cover reading material. - participate in brainstorming and team works to see how others would solve the complex problem	-Ask senior manager at work about their experience of overcoming a stressful problem. -After solving any problem review it in my personal time and ask myself "how could of I dealt with this better"	6 -12 months

Acknowledge how to negotiate	Negotiate better working conditions for the team	- Street market shopping purchase. - Work contact renewals - Online courses and handbooks. - Observe the negotiating techniques of other professionals - Learn how to support own perspective	- Ask for advice of manager and colleagues in same job level. - Understand the actual value of service/product which I am about to negotiate (to ensure that I do not under or overestimate it)/	6-12 months
Improve Scheduling skills	Prioritise the tasks and successfully deliver	- Time measurement of each task - Start working on task ASAP - Review literature on how to manage time and prioritise activities - Try to use theoretical frameworks and models as tools	- Check against the timesheet - Note which task required most of my time - Feedback from manager/ co-workers	3-6 months

The above table represents my personal plan of development. Those are the professional career goals which I desire to achieve within maximum of one-year time. I have chosen those skills as they are essential in order, to manage the project and people. Those are also identified as my weaknesses. Therefore, those areas require further development and training.

Conclusion

This assignment in the first chapter, covered the importance of projects and its management contribution to the business advancement and competitive advantage. Second chapter aimed to develop project of own choice in this case it was the wedding project plan. The last, third part of this report was truly reflective and based on personal plan development. As the project management practice develops from the level of portfolio to individual endeavours the connection between business value and organizational project management turn out to be fairer. With the unmistakable timeframe, experienced leadership support and the correct resources, disciplined and strong practices of the project management will drive organisation towards succession.

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