



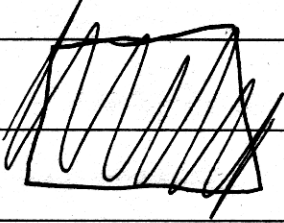
Q21 (a) Planning: To plan the project, the developer understand what they have to do. And how they will achieve this.

Processing: In the stage of processing the program, the designers write and implement the code and algorithms for the program. They process everything that has to be done.

(b) They could ~~use~~ use ~~deskilling~~ deskilling or the organisation could talk to their employees and sort out the ~~whole~~ whole situation. And calm them down.



(c) (i)



Reservation
of rooms



issuing of bills
to guests



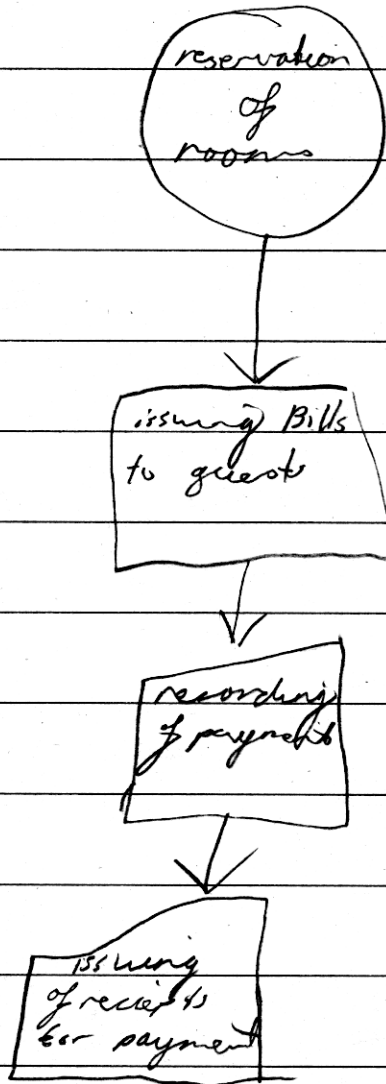
recording of
payment

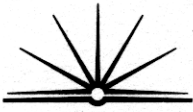


issuing of receipts
for payment.



(ii)





(ii) They can assist you because they work there. They know how things work. How the model operates. You can ask them questions and they will know most things about the model.