**Task one, page two:** You will need to answer the following question:

*A member has sent three emails about an issue they are having with accessing their insurance documents via the Making Music website:*

* *At 6.30pm to say they think there is a problem with their account on our website and that they can’t access their insurance documents – could we investigate.*
* *At 7.30pm to say that they need their insurance documents to provide to the venue for a performance taking place the following afternoon*
* *At 8.30am the next day saying they are unhappy that this has not been resolved and they are disappointed with our lack of response.*

*Please write an email responding to the member below. Here is some context to help you respond.*

* *Our office hours are 9am to 6pm.*
* *You start work at 9am and see the messages straight away. On investigation you see that the member did not have the correct permission levels on the Making Music website so could not access the insurance documents - which you have now fixed.*

This task should take 10 minutes to complete.

**Task two, page three:** You will need to answer the following question:

*Download the Excel spreadsheet* ***or*** *Word document from page 3 of the online application form. There are between 5 and 10 errors in the document. Please mark the cells with errors in yellow and add a note about what you think the error is in column J and then upload the spread-sheet.*

*Some things to note:*

* *All data in columns C to F is correct.*
* *Col G should match Col C*
* *We ask for payment to be made within 30 days of the invoice date*
* *If payment date is 1 June or after start date should match payment date*

This task should take 10 minutes to complete.

**Task three, page four:**

*The Membership and Services Administrator has a varied and busy role which requires a high level of organisational and time management skills.*

*It is a Monday morning and you have started work for the day.*

*Below, are some of the tasks the Membership and Services Administrator is responsible for completing.*

*Put the tasks in the order you would tackle them (from first to last) and provide an explanation of why you would complete the tasks in that order:*

1. *A member has emailed to ask for the group’s insurance documents. They need these sent to them by the end of the day.*
2. *Your manager has assigned you a large ongoing data cleaning task which needs to be completed by the end of the following week.*
3. *The phone is ringing and you are the only team member available to answer the call*
4. *It is your responsibility to process all new group applications for that day. This task usually takes half an hour of your time.*
5. *A Making Music board member has emailed asking for the start time of an event they are attending that evening.*
6. *You have been writing an application to register a member group as a charity. This task will usually take a few hours of your time. The forms need to be sent back to the member within 2 working days for their approval.*
7. *A member has emailed to say that the Making Music website isn’t currently working and is showing an error message.*
8. *You have a staff meeting in the afternoon that you want to prepare for. This will take 10 minutes of your time.*
9. *There is an email in the inbox received last week that needs to be forwarded onto the Making Music Marketing team.*
10. *You want to refresh your knowledge of how groups can claim gift aid. You want to spend some time re-reading the Making Music resources about this topic*.

This task should take 5-10 minutes to complete.