

## **Work Sample Questions – Business Support Officer role**

*Using your experience and knowledge, please answer the following questions. Each answer can be up to 250 words.*

### **Question 1**

Part of this role is delivering on our programme and supporting the team.

3 members of the team have requested your help in completing a set of tasks by the end of the week. It's been a busy week and it's now late on Friday afternoon and these tasks have yet to be completed.

- I. A colleague has asked you to send a reminder to attendees for next week's event, checking if they are still able to attend. The event is on Monday evening.
- II. As per the Bankside Space hire rules, event bookers are invoiced in full a day after their booking. There have been 3 bookings on Thursday and 2 bookings on Friday which still need to be invoiced.
- III. The wardens send their weekly report on members they have visited as part of their patrol on Friday mornings, these are usually updated on the SugarCRM members database before a members engagement meeting on Monday afternoon.

What approach would you take and how would you prioritise your workload?

### **Question 2**

A member has emailed to complain about their shopfront being dirty at 3.45pm. We have cleaners that work for us who can do this task but finish their shift at 3.30pm. Their shift hours are 6.30am-3.30pm.

Draft an email response to this member.

### **Question 3**

We have an Annual General Meeting coming up and all the invite letters will need to be posted to all members listed on the database by Friday afternoon. The letters will need to be printed, and address labelled for 1000 businesses.

However, you notice on Monday morning that not all members' details are updated on the SugarCRM database as the rest of the team have been too busy to upload the necessary information yet.

How would you ensure the letters are posted on time?

**Question 4**

You have been corresponding with a group that have booked the Bankside Space on a Thursday evening. They have completed a booking form and paid a deposit for their hire.

On the day, you have stayed behind to meet and greet this group as it's their first time using the space.

However, 10 minutes after they've started, another group had turned up. You recognize them as they are regulars who use the venue on a monthly basis.

What actions do you take?

**Question 5**

You have just been given a 6-month backlog of Buzz discount card requests that need to be updated on a spreadsheet.

However, you have been asked to provide details of how many requests have come in on a month-by-month basis by a colleague.

How would you organize this data and present this information to your colleague?