



Client Delivery Scenario Questions

Thanks for your interested in joining Advice Cloud!

Please respond to the below scenarios in no more than 250 words per answer. Your response will be anonymised and scored by our Client Delivery team.

1. In this situation you have the following tasks to complete within a short timeframe:

- a. Complete a review of a client bid with a deadline in a weeks' time
- b. Respond to client email with 'urgent' marked in the subject line
- c. Draft and schedule a client email about a tender opportunity opening in a week's time

How would you go about ensuring that all work is completed on time?

2. A client has completed a draft response for a tender opportunity or bid. The client has provided a poorly-written and structured response, which does not meet the requirements of the opportunity. The response requires a substantial re-write. The submission deadline is in a few days' time.

How would you respond in this scenario?



3. You are given the opportunity to work on a project that involves processes you are unfamiliar with.

How would you go about trying to understand those processes in order to contribute to project progress and delivery?

4. Advice Cloud work under the guiding principles of trust, transparency, communication, accountability and equality.

How might you work to ensure that you follow these principles whilst working – for example, in a team meeting – and support the team to do the same?



5. During a call, a client has expressed interest in an additional service that we offer. They have asked that the relevant team contacts them in a couple of weeks.

How would you ensure that the necessary information is recorded and follow up steps are taken, to provide the client with the information that they require?

Once completed, please return this document to workwithus@advice-cloud.co.uk.

Thank you for applying!

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