

## **Case Study Assessment**

### **Parish Operations & Church Secretary St Michael's Anglican Church Bryanston**

This case study is designed to assess:

- Professionalism
- Emotional intelligence
- Administrative competence
- Attention to detail
- Prioritisation
- Communication style
- Ability to function under pressure
- Alignment with the values and culture of the parish

The exercise should ideally be completed:

- Online
- Within 45–60 minutes
- Using a computer and mailed

### **Candidate Instructions**

You are the Parish Operations & Church Secretary at St Michael's Anglican Church Bryanston. It is Thursday morning and you have arrived at the office at 08:00. Within the first hour, the following matters arise simultaneously.

Please explain:

1. How you would prioritise and manage each situation
2. What actions you would take
3. What communication you would send or make
4. What you would escalate and what you would handle independently

You may answer in bullet points, short written responses, or draft emails where appropriate.

### **Scenario 1: Funeral Coordination**

At 08:15, a parishioner phones the office in tears. Her father passed away the previous evening. She would like assistance arranging a funeral service and asks what the process is.

At the same time:

- She becomes emotional on the phone
- She says family members are already arguing about dates
- She asks whether the church can "just handle everything"

**Assess:**

- Compassion
- Emotional maturity
- Boundaries
- Calmness
- Communication tone
- Professional judgement

### **Scenario 2: Incorrect Sunday Service Overheads**

At 08:30, the Rector emails saying:

- Last Sunday's service slides contained multiple spelling mistakes
- One scripture reference was incorrect
- The presentation formatting appeared inconsistent

The Rector requests that this Sunday's overheads be corrected urgently before rehearsal later that afternoon.

**Candidate Task:**

Explain:

- How you would approach correcting the issue
- What quality-control process you would implement going forward
- How you would respond professionally to the Rector and congregants

**Assess:**

- Accountability
- Attention to detail
- Process thinking
- Professionalism under feedback

**Scenario 3: Difficult Parishioner at Reception**

At 09:00, a parishioner arrives at reception visibly frustrated because:

- They claim they never received communication regarding a church event
- They believe the church “does not care about older members”
- They raise their voice in front of visitors

**Candidate Task:**

Explain:

- How you would de-escalate the situation
- What language and tone you would use
- How you would protect the dignity of the parishioner while maintaining professionalism

**Assess:**

- Emotional regulation
- Customer service
- Conflict handling
- Emotional intelligence

**Scenario 4: Competing Priorities**

At 09:20:

- A ministry leader urgently requests a PowerPoint presentation for an evening meeting
- The flower guild needs confirmation for a funeral arrangement
- The weekly pew leaflet still needs to be finalised
- The phone is ringing continuously

**Candidate Task:**

Please rank the tasks in order of priority and explain why.

**Assess:**

- Prioritisation
- Operational judgement
- Time management
- Ability to work under pressure

## **Written Exercise**

Please draft:

### **A. Short Email to the Rector**

Regarding the corrected service overheads and quality-check process.

#### **Assess:**

- Professional tone
- Clarity
- Ownership
- Communication ability

### **B. Response Email to a Parishioner**

Scenario:

A parishioner writes:

"I emailed the church three days ago and nobody responded. I am disappointed."

Draft a response.

#### **Assess:**

- Warmth
- Professionalism
- Accountability
- Written communication