

Operations Task — Answer Sheet

Write your answers in the blue boxes under each ticket. Part A: your note to your manager. Part B: your message to the creator. Keep it realistic — this is exactly the kind of work you'd do on the job.

Name:

Date:

Part A — Read & report

For each situation, work out what's going on. Then write the note you'd send your manager — include your own read on it and what you'd suggest doing.

Ticket A1 @lena.skincph · Draft delay

Target upload date: May 20 **Today:** May 14 **Status:** Waiting on the creator's first draft

Incoming message Hey! So sorry for the delay 🙏 I've been swamped this week. I'll definitely get the first draft over to you by May 16. Thanks for being patient!

 Your note to your manager (your read + your suggestion):

Ticket A2 @marie.glow · Schedule change request

Target upload date: June 10 **Today:** June 1 **Status:** Draft approved, upload scheduled

Incoming message Hi! Something came up on my end 😊 Could we move my upload from June 10 to June 12? Just a couple of days, hope that's okay!

 Your note to your manager (your read + your suggestion):

Ticket A3 @sofiabeauty · The creator has gone quiet

Target upload date: May 25 **Today:** May 14 **Status:** Product delivered & confirmed May 6 **Follow-ups:** May 9 and May 11 — no reply for 3 days

Incoming message *(No response. The creator has not replied to either follow-up.)*

 Your note to your manager (your read + your suggestion):

Ticket A4 @amelie.rae · The creator is asking for more money

Agreed fee: \$800 (already signed) **Total budget you were given:** \$1,000 **Today:** 3 days before shooting

Incoming message *Hey! I've been thinking about it and honestly, given how much work goes into these, I feel like \$1,200 would be fairer for this campaign. Can we make that work?*

 Your note to your manager (your read + your suggestion):

Part B — Handle the creator

Here your manager has already made the call. Write the actual message you'd send the creator to carry it out.

Ticket B1 @claraah.skin · The draft misses the brief entirely

Target upload date: May 28 **Today:** May 18 **Status:** First draft received today

Incoming message *Here's my first draft! Really happy with how it turned out ✨ Let me know what you think!*

WHAT'S GOING ON The draft ignores the client brief almost completely — the key product claim isn't mentioned, the hero shot is missing, and the required hashtags aren't there. This needs a reshoot, not a light edit.

YOUR MANAGER'S DECISION Ask for a full reshoot. Because reshoots take 7 days and we still have time, request the reshoot + edit back within 2 days. Keep her motivated — she's proud of it, so be encouraging while being clear about what has to change.

 **Your message to the creator:**

Ticket B2 @juliette.k · The creator pushes back on client feedback

Target upload date: June 5 **Today:** May 30 **Status:** Client returned feedback on the draft

Incoming message *Honestly I don't love these changes 😞 The way you're describing it just doesn't fit my feed or my vibe. This isn't really how I post. I'd rather keep it the way I made it.*

WHAT'S GOING ON The creator is resisting the client's requested changes because she feels they clash with her personal style.

YOUR MANAGER'S DECISION We still need the client's direction reflected, but we don't want to lose her. Acknowledge her style, explain what the client is going for and why, and offer to adapt the feedback so it fits her feed — then ask her to reconsider. Stay flexible, not forceful.

 **Your message to the creator:**

Ticket B3 @theresa.m · The creator won't hand over the upload file

Target upload date: June 15 Today: June 8 Status: Draft approved

Incoming message *I can send you the Spark ads code no problem! But I'm not comfortable giving you the raw upload file — it feels like my video is being sold off and reused, and that's not something I usually do.*

WHAT'S GOING ON Our agreement requires BOTH the Spark ads code AND the raw upload file. She'll give the code but is refusing the file for emotional/ownership reasons.

YOUR MANAGER'S DECISION We do need the raw file — it's part of the deal. Reassure her about how it'll (and won't) be used, address the 'being sold off' worry directly, and explain why we need it. Bring her around without making it a fight.

 Your message to the creator:

Ticket B4 @bella.rose · The creator missed the agreed upload date

Agreed upload date: June 2 Today: June 4 Status: Nothing was posted on June 2

Incoming message *Oh! Was that supposed to go up already? I thought there was more time 🙄 I can probably get to it sometime next week?*

WHAT'S GOING ON This is a contracted, paid upload date that was simply missed — two days late and still nothing posted. This is serious.

YOUR MANAGER'S DECISION Be firm and professional. This was a contractual commitment. Make clear the agreed date was missed, that this affects the client, and get a concrete new upload time locked in — today, not 'sometime next week.' Firm, but don't blow up the relationship.

Your message to the creator: