Imagine you are in a role that involves juggling multiple tasks, meeting deadlines, and managing unexpected challenges. The business is small, so you know everyone and have good relationships with them. The nature of the business means that sometimes people aren’t in the office or regularly available. Today, you're tasked with the following responsibilities:

**Task 1: Database Management**

You’re responsible for managing a centralised spreadsheet of projects, budgets, resource and time, ensuring it’s kept up to date and accurate on a daily basis. Once it’s up to date, you send a summary to the Directors. Occasionally, there are no updates. You are very familiar with this task and are used to completing it successfully, but sometimes there are errors that mean you have to verify information with other members of the team.

**Task 2: Marketing**

You're responsible for designing a brief social media post to promote the company’s services. This task involves creativity and communicating effectively through visuals and captions. You're still learning how to carry out marketing tasks, but you enjoy doing them the most, and are getting better with practice. There is no set deadline for this task.

**Task 3: Document Review and Client Communication**

You've been asked over email to review a set of important documents for accuracy and completeness. These documents need to be sent to clients before a specific deadline. While you've never done this exact task before, you're confident in your attention to detail. As you haven’t done it before, you’re not sure how long it will take.

While you're managing these tasks, a client calls in with a complaint about a recent service they received. They're upset and seeking immediate resolution.

**Your Challenge:**

Briefly describe the methods you would use to stay organised and prioritise these tasks. Walk through your approach to each task and how you would manage your day.

How would you handle the client's complaint? What steps would you take to address their concerns while continuing to manage your tasks?