

SCENARIO 4: Multi-step Scheduling + Communication

Context

School: **WeStillLoveGeraldine School (Perth)**

Task:

- Schedule campus tours for **15 prospective families**
- Over **2 weeks**
- 3 staff involved:
 - Admissions Director
 - Head of Junior School
 - Head of Senior School

Goal:

- smooth experience
- convert families to next stage

What will you do?

Stage1 Campus Tour Scheduling – First chat

You are an experienced Executive Assistant supporting the Admissions Director at WeStillLoveGeraldine School, an independent school in Perth.

Context:

The school needs to schedule campus tours for 15 prospective families over the next two weeks. Three senior staff members are involved in the process:

1. Admissions Director

2. Head of Junior School

3. Head of Senior School

The school wants each family to have a smooth, professional and welcoming experience. The broader goal is to encourage suitable families to move to the next stage of the enrolment process.

Objective:

Help me design a clear and practical scheduling and follow-up plan for these campus tours.

Please think through the situation before giving the final answer. Consider the needs of the families, the limited availability of senior staff, the importance of first impressions, and the need to reduce unnecessary back-and-forth communication.

Requirements:

1. Suggest the best way to group or organise the 15 families across the two-week period.
2. Recommend how the Admissions Director, Head of Junior School and Head of Senior School should be involved.
3. Identify what information should be collected from families before the tour.
4. Suggest a clear communication process before and after the tour.
5. Recommend how to follow up with families who may be ready for the next stage.
6. Identify possible risks, gaps or issues the EA should watch for.

Constraints:

- Keep the process realistic for a busy school environment.
- Avoid overcomplicating the workflow.
- Assume the school wants to reduce manual coordination where possible.
- Do not include confidential student or family details.
- Keep human judgement in the process, especially when deciding which families should progress to the next stage.

Format:

Please provide the answer in the following structure:

1. Recommended Approach
2. Two-Week Scheduling Plan
3. Staff Involvement
4. Information to Collect Before the Tour
5. Communication and Follow-Up Process
6. Risks and Human Judgement Points
7. Suggested Next Step for the EA

Tone:

Use a professional, practical and school-appropriate tone. Keep the answer clear enough for an Executive Assistant to use as a working plan.

Stage 2 – second chat

Using the plan above, now turn this into a practical workflow that an Executive Assistant can use.

Please create:

1. A step-by-step checklist
2. A sample email inviting families to book a campus tour
3. A sample follow-up email after the tour
4. A short list of questions to collect family feedback
5. A simple way to track each family's progress from enquiry to next-stage meeting

Keep the workflow simple, practical and ready to adapt for a school admissions team.