# City & Guilds Level 3 Using e-mail (7574-308)

## ITQ
## Assignment guide for Candidates
Assignment D

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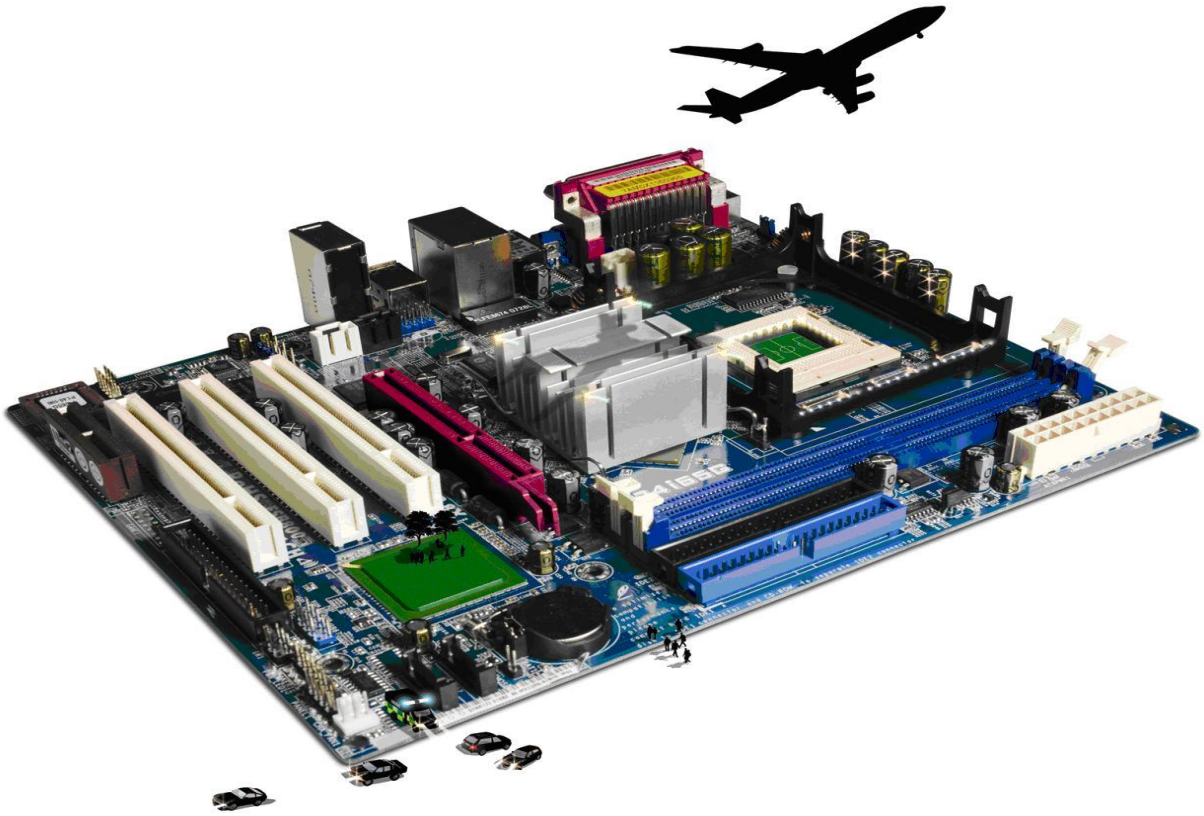

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# Level 3 Using e-mail (7574-308) Assignment D

Introduction – Information for Candidates

## About this document

This assignment comprises all of the assessment for Level 3 Using e-mail (7574-308).

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## Health and safety

You are responsible for maintaining the safety of others as well as your own. You are asked to work safely at all times.

You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements.

## Time allowance

The recommended time allowance for this assignment is **two and a half hours**.

# Level 3 Using e-mail (7574-308)
# Candidate instructions

## Time allowance: two and a half hours

## The assignment:

This assignment is made up of **three** tasks

- Task A - Create an e-mail advisory for the employees of your organization
- Task B - Set up an email application for yourself
- Task C - Send/Receive emails

## Scenario

You have been appointed as an IT Manager at **Gibberes Consultants**. Your organization handles sales cycles for their clients. As a manager, you are responsible for advising the employees on e-mail standards and Best Case Practices.

**Gibberes Consultants**, being a start-up, expect employees to work across functions. You are expected to handle a share of sales calls as well. Your responsibilities include sending emails to clients and answering their queries.

The company details are:

Gibberes Consultants Ltd
836 Unite Avenue
Birmingham
PO83 1AX
Tel: 010234 498 935
Email: info@gibberescons.coz
Web: **www.gibberescons.online**

Read all of the instructions carefully and complete the tasks in the order given.

## Task A – Create an e-mail advisory for the employees of your organization

(Note: You can use an internet search tool for research)

1 In your local area or on your removable media create a new folder and name it Evidence.

2 On the **Answers 308 X** document provided

- Provide **three** reasons explaining why is it important to respect others when you send e-mails.
- Explain why it is important **not** to respond to spam messages.
- List **three** common problems along with their answers that could occur while using emails, for the FAQ section.
- Provide **two** instances when BCC and CC are used.
- Explain why, how and when to archive messages.

Insert your name and today's date as a footer and save your document as Answers (your initials) in the Evidence folder.

## Task B – Set up an e-mail application for yourself

1 Open the email application.

2 Start by creating an address book for all inbound sales group and outbound sales group respectively. Add the following contacts:

Inbound – Jerry S – **jerry@mnop.com**
Inbound – Georg C – **georg@abcde.com**
Outbound – Kessler – **kessler@giddypqr.com**
Outbound – Newmen – **newmen@xyz.com**
Inbound – Su – **su.el@123abc.com**
Outbound – Hans – **hans@kdlascorp.com**
Outbound – Motra – **motra@99in.edu**
Inbound – Nisa – **nisar@cheinmertu.ch**

Take a screen print and add it to the **Activity** document provided.

3 After creating the contacts, create two **groups** using the options provided by your e-mail application.

- Inbound group
- Outbound group

Add the correct contacts from the given list to both the groups.

Take a screen print and add it to the **Activity** document provided.

4 Using the tools provided by your e-mail application, create a rule to auto move emails from inbound group to inbound folder and emails from outbound group to outbound folder.

Take a screen print and add it to the **Activity** document.

5 After you've created the folders, set your e-mail signature.

Make sure to include the following details in your signature:
Your full name, designation, contact details and the name of your organization.

You may choose to format it in any way you deem suitable.

Take a screen print and add it to the **Activity** document.

## Task C – Send/Receive e-mails

1 Set up a vacation responder using the tools provided by your e-mail application. Choose an appropriate message as the default reply.

Take a screen print and add it to the **Activity** document

2 Program it in such a way that it responds automatically for the next two days/48 hours.

Take a screen print and add it to the **Activity** document

3 Check how much storage your e-mail provider has offered you and take a screen print and add it to the **Activity** document

List two ways commonly used to deal with a 'full-inbox' exception in the **Activity** document.

4 Navigate to your email settings and enable read receipts.

Take a screen print and add it to the **Activity** document provided.

5 Go through the **Answers 308 X** from Task A and put to use the BCC feature by composing a TEST email to both the groups in your address book and BCC your assessor.

The content of a TEST e-mail should be the word TEST followed by your signature. Additionally, you should also attach the documents (**At1.txt**, **At2.txt**) provided.

**Note: Do not send the email**.

Take a screen print and add it to the **Activity** document provided.

6 With the first-hand experience gained and by using an internet search tool, update the **Answers 308 X** document with guidelines while using attachments in e-mails.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

## End of assignment

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