

# CCSMP51

## Hire music scores and parts to performing organisations



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### Overview

This unit is about hiring printed or manuscript scores and parts for chamber, orchestral and choral music to performing organisations including orchestras, choral groups, broadcasters, record companies and other media.

See also MP49 Operate an inventory management system in a music publishing organisation and MP16 Demonstrate an understanding of receipt and despatch of goods, MP20 Deal with customer queries, requests and problems regarding printed music for sale or hire, MP45 Deal with music publishing customers by telephone and CCS6 Purchase goods or services

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### Performance criteria

*You must be able to:*

- P1 assist in the running of a hire library containing scores and parts for chamber, orchestral and choral music
- P2 assist with the optimal organisation and lay-out of the library
- P3 take written and telephoned orders
- P4 prepare and process customer hire agreements
- P5 record the orders on the company system, pick and despatch at the appropriate time
- P6 handle customer enquiries and problems
- P7 ensure an optimal stock holding and replenishment of worn stock
- P8 ensure the stock is well protected when stored and despatched
- P9 check items on return and if necessary take up issues of spoiled stock with the customer
- P10 invoice customers on the basis of the type of work and customer and duration of hire
- P11 use customer contact and customer base to promote the catalogue of music for hire

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### Knowledge and understanding

*You need to know and understand:*

- K1 complex music notation and structures, the composition, editorial and arranging process and a variety of musical genres
- K2 the music in the hire library to the extent that you can converse with customer on equal terms
- K3 the various market sectors with whom you are dealing
- K4 the international market for concert music as appropriate
- K5 the importance of good stock management and housekeeping
- K6 the production process for musical scores and parts
- K7 the importance of good customer service practice

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<b>Validity</b>	Current
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<b>Originating organisation</b>	Creative and Cultural Skills
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<b>Suite</b>	Music Business (Publishing)
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