SBC TASK of â€œSchedule Date Pre-Inspectionâ€ with Customer

- For information on this TASK in the Document "***SBC Event Tasks in Calendar Instructions Document***" click here.

CALLING A CUSTOMER for the SBC Task of â€œ**Schedule Date Pre-Inspection**â€

1. When calling a customer for the SBC Task of â€œ**Schedule Date Pre-Inspection**â€ the authorized worker is to make the call to the customer with the Iconic Bria Phone System.
   All calls are to be made through the Iconic SipCity VOIP Bria Phone System.Â

   NEVER MAKE A CALL FROM YOUR PERSONNEL MOBILE PHONE NUMBER.

2. When calling a customer you must always follow the procedure of How to Speak to a Customer on the Phone Knowledge Policy.

3. With all calls made to the customer, the authorized worker may call the customer during these approved times of the day (unless the customer does not wish to be called at the time).

   from 7:00am to 9:00pm Monday to Sunday (during the 7, 6, 5, day-out cycle)
   from 7:00am to 11:00pm Monday to Sunday (during the 4, 3, 2 day out cycle)
   any time of the day (where there is 1 day out cycle).

   Where the customer is not reachable or unavailable, the authorized worker will be required to send an SMS broadcast message using the ERM SMS broadcast, by ERM email, or if you do not have access to the ERM or email then request the event management team or reception to do it on your behalf.

When calling the contact you are to try to make contact byÂ

1. Calling the mobile number as shown on the booking event sheet. **If you are not able to reach them** on the first attempt, you are to then to

2. Call the landline phone number and ask to speak to the appropriate person or speak with the secretary and try to make contact with the right person. If not able to, leave a message with the secretary for the person to call you back. **If you are not able to speak with them**, then

3. Send a SLACK message to the customer SLACK account channel (if they have one - if not go to step 5).Â ***NEVER SEND A SLACK direct MESSAGE TO A CUSTOMER on SLACK***.

4. If you do not hear back from the customer with 24 hours of the SLACK message sent (send an SMS Broadcast message from the ERM and;
   1. In the SMS Broadcast message request the person to call you (indicate the best time to call you).

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5. If the person does not call, repeat the steps from point 1 again and notify the event management team.

6. Use the ERM for further history or information on the customer account or booking details.

When you finally have made contact and are speaking with the correct person, proceed with the following information:

1. Check and make sure that you are speaking with the right contact with the Venue Organiser (the name of the person on the booking confirmation event) or with a representative of the venue if the Contact is not available.

2. Advise the customer that you are calling to arrange/organize a date & time for the (a more detailed explanation of each point is listed below).

    a. Pre-production location inspection of places and placements of where the allocated crew will be filming.
    b. A thorough check for safety issues for all cast and crew.
    c. Parking for company vehicles/trucks and vehicles needed for the production.
    d. A green room for the cast.
    e. Any extras and cast members being provided by client.
    f. Discussion of any specific props or equipment that we will be using in our filming production.
    g. And that as per the company policy there is no video recording or photographs or photography by anyone who is related to the customer or the customer's company
    h. Ask the customer if there are any other questions the client may have in a professional Iconic manner.

3. Confirm the Setup and locations of the event and make sure it coincides with the booking event details.
   IMPORTANT INFORMATION to inform the contact: "Please Ensure that the selected area is accessible and clear of all unrelated equipment and/or persons.Â In the event that the crew are unable to access the area before the start time of the event, a delay of the start time may occur and scenes will be omitted to ensure the event finishes at the said time. Under no circumstances will the event be extended in the event of a delay in setting up.

4. Confirm any parking space for cast/crew and make sure it coincides with the booking event details.

5. Confirm any or all special requests or requirements and make sure it coincides with the booking event details.

6. Confirm the location of the greenroom (wardrobe) for the cast.Â Inform the

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customer that "filming can be a long, exhausting and laborious experience for those who are not used to it.Â The greenroom must be a blocked out area away from all filming that allows the cast to relax, and rest in peace while scenes are set up.Â It is important the cast cannot see the sets and vice versa to give the cast a place for peace and tranquillity."

7. Confirm that the contact has received the program guide with a more detailed account of what they need to know about the show.Â If the customer says they don't have it or didn't read it, inform the customer a program guide will be sent out again. Then inform the event management staff on Slack to resend the program guide.

8. (IF APPLICABLE) Check and confirm with the customer that they have selected their extras or cast (that they will be supplying) for the production and obtain the full names of each person that the customer is bringing as a participant.
    1. Inform the customer that they will receive an electronic Release Form that all participants that will be seen in the production (ie, them (if they are part of it) plus all their extras and cast will need to complete before the film date to be part of the event or productionÂ (if no likeness will be identified of the participant/person) they will not be required to complete a release form.Â If unsure, always complete the release form.Â

    2. If a participant has not completed it by the event date they will be refused access and participation in the event.

9. Inform the contact that under **no circumstances is VIDEO or PHOTOGRAPHY of any type of RECORDING** allowed. Inform the participant if they wish to have the behind the scenes filming or still photos of their event, that Iconic can provide this at an additional cost.

10. In the occurrence that the customer asks, questions or tries to provide you with payment or talk about accounts with you, inform them for security reasons, no cast/crew member is allowed to accept payment and that all enquiries on payment or accounts must be directed to the accounts department. All payments must be sent to the accounts department of Iconic Productions, by the approved methods of payments that Iconic Productions has available.

11. Deal with any issues the venue/customer/representative may have.

12. Access and Use the ERM and add the call notes and historical notes on the Customer Account/Booking Event Details.Â Use the ERM Slack Broadcast feature to inform the Event Management Team on Slack **@eventmanagers** on the **#event_management** and inform them that the call verification is completed and

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provide the ID history number of notes added to the ERM with any notes or information that you have or were told by the contact for the event managers to record in the booking order. When contacting the Event Managers and confirming the call has been completed provide the event managers with the following details to ensure the information is recorded in the right booking order.

1. Booking Order or Event Order Number (starts with a #)
2. Date of the Event
3. Name of the person you spoke with
4. Details of anything that is changed or different from the event/booking product event notes.

If there are any changes to the event booking details or any problems/concerns/issues that arise when confirming the above items, attempt to resolve them yourself or contact the Event Management Team for assistance or your department supervisor.

Questions Asked and Answered

1. David Phillips | 12-Jun-2022 07:05 | SBC TASK of â€œSchedule Date Pre-Inspectionâ€ with Customer
   Question: Half way through the FAQ where is states "When you finally have made contact and are speaking with the correct person, proceed with the following information" The Faq then states under point "2 a to h" all the aspects that will need to be covered in the actual meeting. Points 3 to 12 then elaborate on all of these aspects. Are points 3 to 12 more relevant for the actual meeting itself or are we suppossed to go through each of these elaboration points during the phone call?
   1. answered by @steve.baltzois 14-Jun-2022 7:47pm
      1. the points 3 to 12 that you are referring to is a more detailed account of what you should be aware of and advise the customer during the call for this type of task.Â The point 2a to 2h are only the sub-titles of what is required.Â I would always encourage you to use the more detailed points of 3 to 12 to be thorough in the work required.
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2. David Phillips | 26-May-2022 04:11 | SBC TASK of â€œSchedule Date Pre-Inspectionâ€ with Customer
   1) In the FAQ it states that where the customer is not reachable or unavailable, we are to use the ERM system either via SMS broadcast, ERM email, or to request the event management team. However the FAQ also states that when calling the contact and trying to make contact by Mobile phone, if unable to reach them you are to first Try and call the respective landline and second to send a message to the customers slack account channel if they have one. So it is correct then that if we are unable to reach the customer we are to follow up with all three procedure i.e. Via ERM system, call landline and send message to slack account channel?

   1. answered by @steve.baltzois 26-May-2022 12:51
      a. It is correct, except that for now the ERM is still not in operation due to the complexities and cost of updating it to a more stable version, so ultimately

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you would everything as stated, excluding the ERM until the ERM is updated.
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3. David Phillips | 26-May-2022 04:11 | SBC TASK of â€œSchedule Date Pre-Inspectionâ€ with Customer
   2) In addition, if we are trying to contact via mobile phone, as most mobile phone do have voice mail, is it also accepatable and expected to leave a voice mail on customers mobile phone if they do not answer?

   1. answered by @steve.baltzois 26-May-2022 12:51
      a. No it is not acceptable.Â There is no way of knowing what message is left on a voicemail, whereas an SMS broadcast or email there is a paper trail to follow.Â So we would not ever leave a voicemail.Â If the cellphone/mobile is not answered, you would hang up and then send an SMS broadcast message (never from your own personal phone).

Attached files:

Unique solution ID: #1583
Author: n/a
Last update: 14-Jun-2022 11:50

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